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Introduction

In late fall of 2014, Human Resources Management worked collaboratively with the Office of the General Counsel to transition the university from using the paper Employment Eligibility Verification Form (Form I-9) to complete an electronic version of the Form I-9. The main goal for this transition was to ensure Northeastern’s compliance with the Form I-9.

Fragomen, Del Ray, Bersen & Lowery, LLP (Fragomen), an international law firm, was selected to house the electronic versions of the I-9s for all new employees as well as convert the existing I-9s to electronic versions. Fragomen created the Northeastern I-9 Service Center as the repository for the I-9 documents. The Northeastern I-9 Service Center also contains all student hires and international scholars. Northeastern continues to be an E-Verify employer and Fragomen now serves as our agent with E-Verify. We went live with the Northeastern I-9 Service Center on March 2, 2015 for faculty and staff and Student Employment began using the service center on May 4, 2015.

This Handbook will walk you through how to process a new hire in the I-9 Service Center for faculty and staff only. Student Employment processes the Form I-9 for all students working at Northeastern. This information will be updated as modifications to the system are implemented. If you have questions with any of this information or processing the Form I-9 in general, contact the I-9 Coordinator at (617) 373-8556 or email: I-9Help@neu.edu.
Common Terms

Case Incomplete: Information on the Form I-9 may have been entered incorrectly.

Department of Homeland Security (DHS) or Social Security Administration (SSA)
Tentative Non-Confirmation (TNC): E-Verify cannot immediately validate that the employee is authorized to work.

Employee Detail Page: The employee’s profile on the I-9 Service Center which lists the employee’s work location, status of employee’s Form I-9, E-Verify case result and copies of scanned documents.

E-Verify Employment Authorized: The employee’s information matches the information in the E-Verify database. Employment eligibility has been verified.
**I-9 Service Center:** The electronic system we use for processing and storing all Form I-9s and E-Verify case details.

**Manual Intervention Required:** There is information entered on the Form I-9 that is not in the correct format and/or length. The case was not accepted by E-Verify.

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**Processing the Hire in the I-9 Service Center**

**Completing Section 1 of Form I-9**

All employees including full-time faculty, part-time faculty, staff and temporary non-student employees are required to complete Form I-9 in accordance with federal regulations of the Immigration Reform and Control Act (IRCA). This includes any employee working in a US territory. The Form I-9 is not completed in cases where the employee is working on behalf of the university outside of the United States. Additionally, the university is an E-Verify employer therefore all employees are required to have their employment eligibility verified via the E-Verify system. E-Verify is a web-based program administrated by the U.S. Department of Homeland Security, USCIS Verification Division and the Social Security Administration.

**Benefits-Eligible Employees:**
All departments are required to submit completed Hiring Packets to HRM at least 5 days prior to the employee’s date of hire. Please use the check list available on the HRM website to ensure that a complete Hiring Packet is submitted. A complete Hiring Packet includes the following:

- Hiring Proposal
- Signed Offer Letter
- Personal Information Form
- Final Application
- Resume

**Temporary Non-Student Hires (TNS):**
All departments hiring TNS are required to submit completed Hiring Packets to HRM at least 5 days prior to the employee’s date of hire. A complete Hiring Packet includes the following:

- Temporary Non-Student Employment Application
- Temporary Non-Student Hire Form (with Key Contact signature and the employee’s personal email address)

To confirm whether an employee is required to complete a Form I-9, you will need to confirm the status of their employee record on Banner. To confirm whether the employee has an active or terminated record please use the following steps:

1. Go to “Employee [PEAEMPL]”
2. If known, enter the employee’s NUID
3. If unknown, click on the down arrow next to the ID box,
4. Select “Alternative ID Search (GUIALTI)”
5. Enter the employee’s last name, first name and/or Social Security number; if the employee has an employee record on the Banner system it will be populated here.

6. Double click on the NUID; this will bring you to PEAEMPL.

7. If it says “Terminated” in the Employee Status box, the employee will need to complete Form I-9.

8. If the employee has an “Active” record they will not need to complete the Form I-9. Please note: if the Current Hire date is the date you are hiring them for the employee will need to complete a Form I-9.
Dear John Smith,

Our records indicate that you have not completed Section 1 of Form I-9. Form I-9 is required by federal law to be completed on the first day of employment. Please logon and complete Section 1 immediately.

Jsmith0123456789
Website: https://northeastern.i9servicecenter.com/employeelogin.aspx?ViewI9ID=5506229

After completing Section 1, you must provide appropriate, original documents to your employer representative no later than your third day of employment. The list of acceptable documents will be available on-line after completing Section 1 of your Form I-9. Failure to complete Form I-9 in the required timeframe may result in termination of your employment.

To access the I-9 Service Center, use the CaSe sEnsItiVe password listed below and your user name. Additional instructions and your user name are provided in a separate email. You may need to check your "junk" or "spam" folders to locate the second email.

Password: ABcD87eF

After you log in to the I-9 Service Center, you will be prompted to create a new password.

The new password must be between 8 and 14 characters and must include:
- one upper case letter,
- one lowercase letter,
- one numeric character, and
- one special character. Acceptable special characters are @ _ ! $# % ( ) * + - ~
Once the employee has accessed the I-9 Service Center using the assigned username and password they will be prompted to complete Section 1 of the Form I-9.

Employees are required to complete Section 1 of the Form I-9 no later than their date of hire. The I-9 Service Center will not allow the employee to submit Section 1 of the Form I-9 without completing all required fields.

**Processing Section 2 of the Form I-9 in the Service Center**

**Accessing the I-9 Service Center**

Only HRM, Key Contacts and other designated employees will have access to complete Section 2 of the Form I-9 for their divisions. To request that an employee be given access to the I-9
Service Center, please send an email with the employee’s name, NUID number and justification for granting the employee access to the I-9 Service Center to the I-9Help@neu.edu inbox. Similarly, if an employee is leaving the university please send an email with the employee’s name, NUID number and date of termination to ensure that access to the I-9 Service Center is removed to the I-9Help@neu.edu inbox.

To access the I-9 Service Center log-in to your MyNeu account. Under the “Services and Links” tab, click on the “I-9 Service Center” link.

You will be redirected to your I-9 Service Center home screen.
Searching for an employee in the I-9 Service Center

All I-9s completed for university employees will be stored on the I-9 Service Center. You should use the “View an Employee” function to confirm whether a current I-9 is on file for an employee, particularly when hiring Temporary Non-Students as they may have another position with a different department or division.

To search for an employee, please use the following steps:

1. Click on the “Employees” tab
2. Click on “View an Employee”
3. Enter the employee’s first name, last name or NUID number into the search fields
When using the “View an Employee” function the I-9 Service Center will only show the 50 most recent I-9s that match your search criteria. When possible use the employee’s NUID.

**Completing Section 2 of Form I-9**

After an employee has successfully completed and submitted Section 1 of the Form I-9, their information will be displayed under the “Awaiting Section 2” box of your home screen.

To complete Section 2 of the form you will need to click on the employee’s name. Section 2 of the form will open. In order to complete Section 2 you will need to enter data pertaining to the employee’s documents which prove identity and work eligibility.

Please use the following steps to record the employee’s documents under Section 2:
1. Click on the “Select” option located next to the appropriate list for which the employee’s documents are listed. For example, if an employee provides a Driver’s License and a Social Security Card, you will need to click on “Select” next to both List B and List C.

2. Enter the required information. If the employee provides their original documents, you do not need to select the receipt box.

3. The employee’s information will be auto-populated under the appropriate document list.

4. Enter the employee’s date of hire.

5. Click “Continue.”

6. You will be prompted to “Attest” that the information entered in Section 2 of the Form matches the information on the employee’s documentation.
   a. Select the box next to the attestation statement.
   b. Enter your name as it appears in Section 2 of the Form I-9.
Next you will be promoted to upload copies of the employee’s documents. Please use the following steps:

1. Scan and email a copy of the employee’s documents to yourself
2. Save the document to your desk top
3. Returning to the I-9 Service Center, using the drop down menu select the document type that matches the employee’s documents
4. Click “Select File”
5. Attach the employee’s document
6. Click the blue “Upload” button
Once you have uploaded the copies of the employee documents you will click “Continue”. This will automatically submit the employee’s information to the E-Verify system. **Please do not click anything while E-Verify is processing the employee’s information.**

Also, please remember to delete all copies of the employee’s documents from your desktop.

The employee’s case result will be displayed along with a receipt of your signature. Please be advised you do not need to print this receipt.

**Completing Section 3 of the Form I-9: Reverification of Employment**

Section 3 of the Form I-9 will be completed **ONLY** for employees with updated employment authorization documents. **Section 3 will NO LONGER be used for rehires.** If you have an employee that is a rehire and their PEAEMPL has been termed they are required to complete a new Form I-9. Please confirm via the Banner system whether an employee’s PEAEMPL has been termed.

See page 27 for detailed instructions.

**Note Templates for the employee details page and/or E-Verify**

Please find a list of approved template language to be used in the Fragomen I-9 Service Center Employee Details Page Notes section and/or E-Verify. Language in blue should only be used in rare circumstances. Any situation/scenario that falls outside of this list should be brought to the immediate attention of HRM and/or OGC to be resolved.

**Common situations that require notes in the employee detail page and/or E-Verify:**
• Employee did not complete the Form I-9 by date of hire due to working out of the country. Form I-9 was completed as soon as the employee entered the United States.

• Employee will not be working for NU in the U.S., therefore no I-9/E-Verify.

• Employee is delayed in entering the United States and is therefore unable to complete Form I-9 at this time. Date of hire changed.

• Form I-9 was submitted late to E-Verify to allow employee to correct personal information.

• Due to [technical issue/access to I-9 Service Center/processing error], Section 1 was completed after the date of hire.

• Due to inclement weather, the University was closed on employee’s date of hire. Form I-9 was completed on the next open business day.

• Due to illness/personal matters, employee was not present on date of hire. Date of hire was changed/updated and Form I-9 was completed once employee started.

Reverification:

• Employee was outside the U.S. on the last day of work authorization. Form I-9 reverification was completed as soon as the employee reentered the United States.

• Due to inclement weather, the University was closed. Employee’s work authorization was reverified on the next open business day.

E-Verify Processing

When Section 2 of the Form I-9 has been completed, the employee’s information will automatically be submitted to the E-Verify database to confirm whether the employee is authorized to work. Please see below for steps regarding all possible case results.

Employment Authorized
This case result means that no further action is required by the employee or the Section 2 Administrator. The employee is eligible to work in the United States.

Manual Intervention Required
This case result informs you that there is information entered on the Form I-9 that is not in the correct format and/or length. To view the incorrect information, select “View Log” under the “E-Verify Verification” box of the employee’s detail page. Please review the information entered by the employee and the Section 2 Administrator. To correct the information, please contact the I-9 Coordinator in Human Resources Management.
A manual intervention required case result typically occurs when an employee has not entered a social security number. In this event close the E-Verify case and advise the employee to contact the I-9 Coordinator when they receive their social security number in order to update the Form I-9.

**DHS or SSA Tentative Non-Confirmation**

This case result informs you that the information provided by the employee could not be immediately validate via the E-Verify database. Please use the following steps to resolve the case:

1. Confirm that the information entered in Section 2 of the Form I-9 matches the information on the employee’s documentation
2. If the information matches click “Resubmit to E-Verify” under the E-Verify Verification box of the employee’s detail page. If the information does not match close the E-Verify case and contact the I-9 Coordinator to make the required corrections.
3. You will receive an email stating that the employee is required to take action. The employee must be informed/notified of the E-Verify case result and has the right to contest or not contest the case result. To notify the employee, select the E-Verify case number located under the E-Verify Employment Verification box of their employee details page.

4. If the employee is present select “Transfer Control to the Employee” or if the employee is not present select “Send an Email Request”. The employee will receive instructions explaining what action needs to be taken.
If the employee chooses to contest they will have 8 federal business days to contact the DHS or the SSA. If the employee chooses not to contest the case result please contact your HRM Consultant immediately.

5. If the employee chooses to contest, E-Verify will update the case result following the employee’s visit to DHS or SSA

**DHS or SSA Final Non-Confirmation**

This case result informs you that the employee’s information could not be validated to confirm that the employee is authorized to work in the United States. **If an employee receives a” Final Non-Confirmation” please contact your HRM Consultant immediately.**

**Reports**

Using the Reports function in the I-9 Service Center helps the I-9 Coordinator and Key Contacts ensure that their divisions are in compliance with Form I-9 regulations.

To run the available reports you will click on the “Reports” tab. The list of reports will be displayed.

![Report List](image)

Key Contacts should track the below reports daily to ensure compliance:
1. **Section 1 Incomplete:** This is a report of employees that have not completed Section 1 of the Form I-9 and the start date is prior to yesterday. If employees have not completed Section 1 please send them a reminder that Section 1 must be completed no later than their first date of hire.

2. **Awaiting Section 2 Completion:** This is a report of employees within your division that are awaiting section 2 completion. Please contact your Section 2 Administrators to ensure that they are aware and need to complete Section 2 within 3 days of the employee’s date of hire.

3. **Reverification Required:** This is a report of employees within your division that have a Work Authorization Expiration (WAE) date on an employment authorization document. Typically these will be employees that hold a visa status. Please contact the employee 60 days prior to the date of expiration to confirm next steps. Please be advised that employees who presented receipts in place of their original documents will also be listed as requiring a reverification. These employees have 30 days to present their original documents.

4. **E-verify Pending Cases:** This is a report of E-Verify cases that have not yet been finalized and remain pending at E-Verify. To confirm if further action is required by the Section 2 Administrator please see the E-Verify Employment Verification box under the employee’s detail page.

5. **E-Verify No Uploaded Documents:** This is a report of employees within your division that do not have copies of their documents uploaded. Please contact the Section 2 Administrator to upload copies of the employee’s document immediately.

6. **E-verify Photo Match Required:** This is a report of E-Verify cases requiring a photo match. To complete the required photo match you will need to access the employee’s details page and click on the Photo Match link available in the “E-Verify Employment Verification” box listed under the employee’s details page. Please contact the Section 2 Administrator to complete the photo match immediately.
Common Inquiries

How do I know if an employee needs to complete the Form I-9?

To determine if an employee is required to complete the Form I-9, please see the below scenarios:

<table>
<thead>
<tr>
<th>Type</th>
<th>Form I-9?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brand new to the university, has not worked at Northeastern ever</td>
<td>Yes</td>
</tr>
<tr>
<td>Has an NUID, but no Banner record (PEAEMPL)</td>
<td>Yes</td>
</tr>
<tr>
<td>Terminated PEAEMPL</td>
<td>Yes</td>
</tr>
<tr>
<td>Active PEAEMPL with a non-student job (A7/A8/CP/CT/FA/FP/O7/O8/PA/PS/TP)</td>
<td>No</td>
</tr>
<tr>
<td>Active PEAEMPL with a student job (CO/SG/SP/ST/WS)</td>
<td>Yes</td>
</tr>
</tbody>
</table>

How do I resend an employee the links to complete Section 1 of the Form I-9?

When an employee contacts you stating they have not yet received the emails from the I-9 Service Center with instructions to access and complete the Form I-9, please use the following instructions:

1. Access the employee’s detail page
2. Under the “Basic Information” box confirm the employee’s email address. If needed enter the correct email address and click, Save Basic Info
3. Click on the “Reset this employee’s password” link
4. This will open a new window, click “Send”

How do I know when the employee has completed Section 1 of the Form I-9?

When the employee has completed Section 1 of Form I-9, their information will be populated on your home screen under the “Awaiting Section 2” box. If the employee is not listed here you can search to confirm whether the employee has completed Section 1.

To confirm whether an employee has completed Section 1 of the Form I-9, click on the Employee tab. Select “View an Employee”. Enter information about the employee into the search criteria and click “Search”.
Only the most recent 50 employees will be displayed that match the search criteria. When searching for an employee it may be best to enter the employee’s NUID number into the “Employee ID” field.

**How do I upload a copy of an employee’s documents via the employee details page?**

To upload a copy of an employee’s documents after the E-Verify process has been completed or you are not prompted to upload the document after completed Section 2, please follow the below steps:

1. Access the employees detail page
2. Under the Scanned Documents box
   a. Use the drop down for I-9 ID and select the ID number that corresponds to the Form I-9 that you completed
b. Use the drop down for Document Type, select the document provided by the employee used to completed Section 2 of the form

3. Click “Select File” to attach the document from your desk top
4. Select the “Upload”

The document is now attached to the employee’s record

**How do I update the Form I-9 after it has been audited?**

If you notice an error on the Form I-9, please contact the I-9 Coordinator to audit the form, so that the error can be corrected. After the I-9 Coordinator has audited the form you will receive an email stating that the Form I-9 requires attention. To correct an error after the Form I-9 has been audited, please see the following steps:

1. Access the I-9 Service Center
2. Click on the “Audit” tab
3. Click on “Audit List”; the employee’s Form I-9 will be listed

4. Click on “Perform Audit”; this will open the Form I-9
5. Locate the pink highlighted field; this indicates the information that needs to be corrected
6. Click on “Select” next to “List A”

7. Enter the correct information
8. Follow prompts to sign and submit the Form I-9 to the E-Verify system.

**How do I manually submit the Form I-9 to E-Verify?**

To manually submit the Form I-9 to the E-Verify system please use the following steps:

1. Access the employee’s detail page
2. In the “I-9 Information” box, click on the “E” icon. This will submit the Form to E-Verify
3. Follow the prompts to complete the E-Verify process

**What does “Photo Match” mean?**

When completing the E-Verify case for an employee you may be asked to complete a Photo Match. A “Photo Match” is a confirmation that the photo provided by the employee matches the employee’s photo in the E-Verify system. This is typically required when employees provide documentation from List A.

To complete a Photo Match, you can access the employee’s detail page. Under the “E-Verify Employment Verification” box you will click on the “Photo Match” link.

A new window will open. Here you will confirm whether the photo provided by the employee matches the information in the E-Verify system.
Click continue. The employee’s information will be automatically submitted to the E-Verify system. The case result will display shortly after.

**What do I do if I receive a “Case Incomplete” for an employee that is on a J-1 or F-1 visa?**

When completing the Form I-9 for an employee on a J-1 or F-1 visa, if the employee has or does not have social security number, the initial response from the E-Verify system will be “Case Incomplete DHS”. You will then need to resubmit the case to E-Verify, using the following steps:

1. Access the employee’s detail page
2. Under the “EVerify Employment Verification” box, click on “Resubmit to EVerify”

This will submit the case to E-Verify to confirm that the information pertaining to the employee’s visa information is correct.
**How do I know if an employee requires reverification?**

Employees that presented one of the following documents are required to be reverified no later than the expiration date on the work authorization: Employment Authorization Document (EAD card), Form I-94 or Form I-94A (these are documents that pertain to their J-1 or F-1 visa status).

Please note: if the employee will not work beyond the expiration date of their documents, reverification is not required.

**How do I reverify an employee’s work authorization?**

If you have an employee that requires reverification, please use the following steps to complete the reverification.

1. From your home screen, under the “Employees Requiring Reverification/Receipt Updates” box, select “Click Here to Search for Additional Employees Requiring Reverification”

2. Using the search option enter the employees Last Name, First Name and or Employee ID (which is their NU ID number)

3. Click on the employee information listed under the Status/Elig./I-9 DOB. This will open the employees completed Form I-9
4. From the list of options listed above the completed Form I-9, select “Start a reverification for this I-9”

(I-9 ID: [redacted]) (Audit) (Current)

- Go back to employee details page
- Open a PDF file containing this employee’s Form I-9 information
- Start a reverification for this I-9
- Audit this I-9
- Perform an Administrative Audit on this I-9
- Delete this I-9

5. Complete Section 3 of the Form I-9 by entering the employee’s updated document information. Please note that you do not need to enter a rehire date.
Contact Information

If you have any questions or require assistance, please contact the HRM office.

Human Resources Management office
Phone: 617-373-2230
Email: I-9Help@neu.edu

Kimika Ross, primary contact
I-9 Coordinator
Phone: 617-373-8556
Email: k.ross@neu.edu

Mary Jane Troy, secondary
Customer Service Supervisor
Phone: 617-373-2306
Email: m.troy@neu.edu

For employees on a J-1 or F-1 visa please contact the Office of Global Services (OGS)

Kamelia Turcotte
Phone: 617-373-2310
Email: k.turcotte@neu.edu

Elena Gruzdeva
Phone: 617-373-2310
Email: e.gruzdeva@neu.edu

For employee on an H-1/B-1 visa please contact Office of the General Council (OGC)

Katherine Tarpley Knauf
Phone: 617-373-2157
Email: k.tarpleyknauf@neu.edu

Jigisha Patel
Phone: 617-373-7073
Email: ji.patel@neu.edu

For student employees please contact Student Employment Office

Lindsay Coffin
Phone: 617-373-3200
Email: l.coffin@neu.edu