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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 enhance Northeastern’s compliance with the Form I-9, and to improve employee onboarding experience and business efficiency in the process.

This Handbook will walk you through how to process a new hire in the I-9 Service Center for faculty and staff only. The Student Employment Office 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@northeastern.edu.

Employees will complete the Form I-9 by accessing the I-9 Service Center using the username and password provided via email. (See below)

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**Northeastern University**
Human Resources Management

**Northeastern University**
Student Employment

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Section 2 Administrators must access the I-9 Service Center through myNEU. (See page 10)
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.

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 (GUIALT1)”

   ID: 

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.
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.

If the employee requires a Form I-9 and their hire packet has been submitted and processed by HR operations, the employee will receive two separate emails from the I-9 Service Center. The first email will contain the employee’s username and the link to access the I-9 Service Center. The second email will contain the employee’s password. Please be advised that one or both of these emails may go to the employee’s spam or junk folder.

Email with Username and link to I-9 Service Center

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9. If the employee is being hired as a Temp-Non Student or full-time position but has a student employee class (ST, SG, CO, WS, SP), they will need to complete a new Form I-9.
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: ABD87eF

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 and 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. **You must meet with the employee in person to view their original documents.**

Please use the following steps to review and record the employee’s document information for Section 2:

1. Physically review documents presented by employee to ensure that they reasonable resemble the employee. For useful tips, click [here](#).
2. 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.

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

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

5. Enter the employee’s date of hire

6. Click “Continue”

7. 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: Re-verification of Employment

Section 3 of the Form I-9 will be completed **ONLY** for employees with updated employment authorization documents or name changes.

Section 3 will need to be completed for employees holding a nonimmigrant visa status prior to the visa status expiration date or when the employee has been approved for a change of status to another visa status.

Employees holding F or J non-immigration visa status must complete the Form I-9 with the Office of Global Services (OGS), **by appointment only**. To schedule an appointment please contact OGS at 617-373-2310. Employees holding a visa status sponsored by the university (outside of F or J) must complete the Form I-9 with the Office of the General Counsel (OGC). For questions regarding university sponsored visa status (outside of F or J) please contact OGC at 617-373-2157.

**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.
Completing the Form I-9 for late hires

In the event that you have a late hire and the hire paper work has not been submitted to the HR operations team, please contact the I-9 Coordinator immediately to determine whether a paper Form I-9 should be completed.

When processing a late Form I-9 through E-Verify please select “Other” from the drop down options and enter the following: “Administrative processing error”.

![E-Verify Image]

Completing the Form I-9 for employees working internationally

Employees working internationally, outside of the United States and its territories, are not required to complete the Form I-9, unless

- Employee will complete work, including paid training, prior to their departure from the United States
- Employee will return to the United States and continue employment with the university

Please contact the I-9 Coordinator when you are aware that an employee is working/will be working internationally.

For employees returning and continuing employment with the university, please contact the I-9 Coordinator as soon as you are aware of the return date.

The Form I-9 must be completed as follows:

- Section 1 will need to be completed no later than the first day of work in the United States
- Section 2 must be completed within 3 business days of said date
The date of hire entered onto Section 2 of the form must be the date the employee begins working in the United States. This will be the “I-9 date of hire” which will be different than the “HRM date of hire” (date on the hire paperwork).

For example: John Smith began working for the university in Ireland effective July 1. John will continue working for the university in the US effective September 6. When completing Section 2 of the Form I-9, the Section 2 Administrator will enter September 6 as the date of hire.

**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 and submit to E-Verify.

**DHS or SSA Tentative Non-Confirmation**

This case result informs you that the information provided by the employee could not be immediately validated 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 division(s) are in compliance with Form I-9 regulations.

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

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. **Re-verification 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 re-verification. 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.

**Dos and Don’ts as a Section 2 Administrator**

When completing the Form I-9 please adhere to the below guidelines:

1. **DO** advise employees on the I-9 process, particularly that they will receive two emails from the I-9 Service Center to access the Form I-9.
2. **DO** encourage employees to complete the Form I-9 no later than the date of hire, except foreign nationals whose work authorization effective start date is the same as the date of hire.
3. **DO** advise employees that they will need to meet in person in order present their original documents to complete Section 2.
4. **DO NOT** allow employees to work prior to the date of hire, which is the first day of employment for pay. This includes trainings, if they are being paid.
5. **DO NOT** request specific documents from an employee in order to complete Section 2 of the Form I-9. Always refer employees to the [List of Acceptable Documents](#) on the USCIS website.
6. **IF** contacted by a government agency or third party who is requesting Form I-9 documentation, please contact the I-9 Coordinator. The I-9 Coordinator will work with the Office of the General Counsel to review the request.

**Federal Contracts with FAR E-Verify Clause**

When employees are assigned to a federal contract with the Federal Acquisition Regulation (FAR) E-Verify clause the department/college will be notified by the Office of Research Administration and Finance and Research Finance. The department/college will need to confirm
that the employee assigned has been processed via the E-Verify system and will provide the E-Verify verification case number to ORAF and Research Finance.

The E-Verify verification number is located on the employee’s detail page, see below.

If the employee has not been processed via the E-Verify system, please contact the I-9 Coordinator, as the employee must complete a new Form I-9.

**Processing Section 2 and Section 3 for Common Nonimmigrant Visa Status**

Employees holding a nonimmigrant visa status must have Section 2 and Section 3 of their Form I-9 complete by either the Office of the General Counsel (H-1B and TN) or the Office of Global Services (F and J).

**H-1B** (Foreign Passport + Form I-94/I-94A indicating H-1B status)

Employees on H-1B status may present their Foreign Passport and I-94 to evidence work authorization. Note: The I-94 must have been issued for Northeastern as the employer. If the I-94 was issued for a previous employer, please see **H-1B Portability** below.
**H-1B Portability** *(Foreign Passport + Form I-94/I-94A indicating H-1B status + Evidence of timely filed I-129 Petition)*

An employee who is changing employers may begin employment as soon as the employer files a Form I-129 petition on behalf of the employee. For I-9 purposes, an employee on H-1B status may present an I-94 from a previous employer so long as they are able to provide evidence of the filing of the change of employer petition (such as a FedEx tracking receipt, I-797 Receipt Notice, etc.).

In the I-9 Service Center, employers will be prompted to indicate whether the I-94 is issued for a previous employer.

- Selecting “Yes”, the I-94 was issued for the previous employer, will allow the employer to enter the employee’s documentation evidencing the I-129 filling for a change of employers.
- The employer will be required to include the document number from either the receipt or FedEx tracking number, as well as the date USCIS received the Change of Employer petition (see example below).

- In the Additional Information field in Section 2, write “AC-21” and enter the date Form I-129 was submitted to USCIS.
**H-1B Reverification**

Employees who are on H-1B status typically will present an updated Form I-94/I-94A indicating H-1B status for reverification.

Alternatively, employees who are filling for an extension of their current H-1B status may provide an I-797 Receipt Notice for reverification. Upon submitting a timely filed I-129 petition for an extension of H-1B status, the employee is authorized to continue employment for an additional 240 days as the extension is processed by USCIS.

- In the Additional Information field in Section 2, write “240-Day Ext.” and enter the date you submitted Form I-129 to USCIS.
Note: The I-9 Service Center will automatically calculate the expiration date as 240 days from the employee’s previously recorded work authorization expiration date (see below).

To verify employment authorization in Section 2 or conduct reverification in Section 3 during the cap-gap period, the employer should write “CAP-GAP” in the Additional Information field.

Cap-Gap

To verify employment authorization in Section 2 or conduct reverification in Section 3 during the cap-gap period, the employer should write “CAP-GAP” in the Additional Information field.
**TN (Foreign Passport + Form I-94/I-94A indicating TN status)**

Employees on TN status may present their Foreign Passport and Form I-94/I-94A reflecting TN status to evidence work authorization. Note: The I-94 must have been issued for Northeastern as the employer.

![List a Document](image)

**TN Reverification**

Employees who are on TN status typically will present an updated Form I-94/I-94A indicating TN status for reverification.

Alternatively, employees who are filling for an extension of their current TN status may provide an I-797 Receipt Notice for reverification. Upon submitting a timely filed I-129 petition for an extension of TN status, the employee is authorized to continue employment for an additional 240 days as the extension is processed by USCIS.

- In the Additional Information box in Section 2, write “240-day Ext.” and the date Form I-129 was submitted to USCIS.
- Note: The I-9 Service Center will automatically calculate the expiration date as 240 days from the employee’s previously recorded work authorization expiration date.
**F-1 CPT** (*Foreign Passport + Form I-94/I-94A indicating F-1 status + I-20*)

For I-9 purposes, students on F-1 Curricular Practical Training (CPT) may present a Foreign Passport, I-94, and I-20 endorsed for CPT by the student’s DSO (designated school official). If the student’s I-20 is endorsed for OPT, please see **F-1 OPT** below.

- Note: The I-20 expiration date should reflect the CPT end date
F-1 CPT Reverification

Employees on F-1 CPT status will typically need to present an updated I-20 endorsed for CPT. In the I-9 Service Center, this is entered as the document title “unexpired, endorsed I-20”.

F-1 OPT (Employment Authorization Card, Form I-766)

While students on F-1 Optional Practical Training (OPT) are issued an I-20, students on OPT must present an Employment Authorization Card (EAD Card) to evidence work authorization.

F-1 STEM OPT extension (Employment Authorization Card, Form I-766 + I-20 reflecting requested STEM OPT)

If the employee has filed for the STEM OPT extension, the employee may receive an additional 180 days of work authorization as they await their new EAD card.

This may be entered in the I-9 Service Center as followed:
- Select the document title “Employment Authorization Document w/ Photo (I-766)
- The document number may be entered as the current EAD card number
- The expiration date will need to be calculated as the expiration date indicated on the current, expiring card + an additional 180 days.

If the employee presents an expired EAD and an endorsed Form I-20 recommending a STEM extension, the employer should enter “180-day ext.” in the Additional Information field.
J-1 Exchange Visitors *(Unexpired Foreign Passport + Form I-94/I-94A indicating J-1 status + DS-2019 with responsible officer’s endorsement OR List B and List C documents)*

USCIS does not issue EADs (Employment Authorization Documents, Forms I-766) to J-1 exchange visitors. However, they are issued several other documents that, in combination are List A documents and are evidence of employment authorization for J-1 exchange visitors who are not students:

- Foreign Passport
- I-94/I-94A indicating J-1 status
- DS-2019 with responsible officer’s endorsement
The above should also be followed employees holding a J-2 nonimmigrant visa status.

**J-1 Reverification**

Individuals on J-1 status may present a DS-2019 with a responsible officer’s endorsement.

**Other Nonimmigrant Categories**

If an employee is holding a nonimmigrant visa status not listed above, Section 2 of the Form I-9 should be completed by the division’s Section 2 Administrator. The employee should present a EAD card and Section 2 should be complete appropriately.

These employees are authorized to continue working while their petitions are being processed for a period not to exceed 240 days, or until USCIS denies the petition, whichever comes first. **On these employees’ Form I-9, write “240-day Ext.” and the date Form I-129 was submitted to USCIS in the Additional Information box in Section 2.**

Other categories include: CW-1 H-1B, H-1B1, H-2A, H-2B, H-3, L-1, O-1, O-2, P-1, P-2, P-3, R-1, TN, A3, E-1, E-2, E-3, G-5, and I. Note that individuals in the E-1 and E-2 categories are employers.
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 ever worked at Northeastern</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/FB/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 process the Form I-9 for an employee working remotely?

When you are hiring an employee that is going to be working remotely please send an email with the employee’s name, date of hire, zip code and e-mail address to the I-9 Coordinator or to I9Help@northeastern.edu.

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 employees 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”.

![Reset employee's password](image-url)
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 change an employee’s date of hire after the hire paperwork has been processed by HRM operations?**

To change an employee’s date of hire after the hiring paperwork has been processed, please send an email with the employee’s name and the new date of hire to your HR operations contact.

**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 if 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 complete Section 2 of the Form I-9

3. Click “Select File” to attach the document from your desktop

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?**

If you receive a “Case Incomplete”, you will need to review the information with the employee to make sure it is accurate and then resubmit the case to E-Verify if the information is accurate using the following steps

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

   ![E-Verify Employment Verification](image)

   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 re-verification?**

Employees that hold a nonimmigrant visa status with a future expiration date are required to present updated or new work authorization documentation prior to the expiration date on the current I-9.

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

**How do I re-verify an employee’s work authorization?**

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

1. From your home screen, under the “Employees Requiring Reverification/Receipt Updates” box, select “Click Here to Search for Additional Employees Requiring Re-verification”
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 re-verification for 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 feel free to contact the HRM office.

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

For employees on an employer-sponsored visa status, please contact Office of the General Counsel (OGC)
Steve Swick
Human Resources Management
Phone: 617-373-8837
Email: s.swick@northeastern.edu

Larissa Drayer
Office of the General Counsel
Phone: 617-373-2157
Email: l.drayer@northeastern.edu

Mary Jane (MJ) Troy
Human Resources Management
Phone: 617-373-2603
Email: m.troy@northeastern.edu

Jigisha B. Patel
Office of the General Counsel
Phone: 617-373-2157
Email: ji.patel@northeastern.edu

For employees on F or J visa status, please contact the Office of Global Services (OGS)
Jennifer Braga
Office of Global Services
Phone: 617-373-2310
Email: j.braga@northeastern.edu

For all student employees, please contact the Student Employment Office
Ikuko Konda
Office of Global Services
Phone: 617-373-2310
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