



# Quick Reference Guide

For E-Verify Enrollment

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U.S. Citizenship  
and Immigration  
Services

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## INTRODUCTION

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Welcome to E-Verify! Using E-Verify is an important step in ensuring that your company has a legal workforce by electronically confirming the information on Form I-9, Employment Eligibility Verification, referred to hereafter as Form I-9.

E-Verify is an Internet-based system operated by the U.S. Department of Homeland Security (DHS) in partnership with the Social Security Administration (SSA) that allows participating employers to electronically verify the employment eligibility of their newly hired employees and/or employees assigned to a covered federal contract.

We are here to support you and provide you and your company with the tools and understanding to get the most out of the benefits of E-Verify.

This guide is designed to assist you throughout the E-Verify enrollment and user registration process. We strive to make the enrollment and user registration processes easy for all users.

You may choose to use E-Verify throughout your company or limit your company's participation to certain locations. While you are free to choose E-Verify participation on a site-by-site basis, your company must use E-Verify for all newly hired employees and employees assigned to a covered federal contract at each participating site.

While E-Verify offers your company this flexibility, other laws and regulations may be more restrictive. In some states, companies are required to use E-Verify at all sites within that particular state. During enrollment, you'll need to enter the number of hiring sites in each state that will participate in E-Verify.

In addition, participation in E-Verify requires you follow program rules, which include a responsibility to treat your employees in a fair and non-discriminatory manner. Your employees also have specific rights associated with your participation in E-Verify.

### Company Enrollment

Before you can start using E-Verify, you need to enroll your company in the program. The term 'company' means any U.S. business, corporation, non-profit organization or government agency that is required to complete Form I-9.

Before you enroll, ensure that your company is not already enrolled in E-Verify. It is important that you do not enroll your company multiple times. If you attempt to enroll a company that is already enrolled in E-Verify, your enrollment will be delayed. Contact E-Verify Customer Support at 888-464-4218 for assistance or questions in determining your company's enrollment status.

Companies may use E-Verify through an access method determined during the enrollment process. The four access methods include: employer, E-Verify employer agent, corporate administrator and Web services. The access methods are explained in the 'Access Method – Overview.'

**NOTE:** For more information on corporate administrators, refer to 'Appendix A: Corporate Administrator Access.'

ACCESS METHOD OVERVIEW	
ACCESS METHOD	EXPLANATION
<b>Employer Access</b>	<p><b>My company plans to use E-Verify to verify its employees.</b></p> <p>Most E-Verify participants, regardless of their business size or structure, are registered under the employer access method. This access method allows a company to electronically verify the employment eligibility of its newly hired employees and/or employees assigned to a federal contract.</p>
<b>E-Verify Employer Agent Access</b>	<p><b>My company plans to use E-Verify on behalf of its clients to verify their employees.</b></p> <p>The E-Verify employer agent access method allows an individual or company to act on behalf of other companies to verify the employment eligibility of their newly hired employees and/or employees assigned to a federal contract.</p>
<b>Corporate Administrator Access</b>	<p><b>My company has a central office that needs to manage E-Verify use for all of its locations that access E-Verify.</b></p> <p>The corporate administrator access method is used only for managing multiple employer accounts and does not allow corporate administrator users to create and manage E-Verify cases.</p>
<p><b>Web Services Access for E-Verify Employer Agents</b></p> <p><b>-or-</b></p> <p><b>Web Services Access for Employers</b></p>	<p><b>My company plans to develop its own software to access E-Verify.</b></p> <p>The Web services access method requires a company to develop software that interfaces with E-Verify to perform employment eligibility verifications of newly hired employees and/or employees assigned to a federal contract. The company's software will extract data from its existing system or an electronic Form I-9 and transmit the information to E-Verify. If a company chooses this option, it is sent the Web services Interface Control Document. The Interface Control Document contains the information used to develop and test the software interface. Both E-Verify employer agents and employers are eligible to use this access method.</p>

To determine how your company will use E-Verify, it is important you understand how your company processes its employees' Forms I-9. Some things to consider include:

- Where do employees complete Form I-9?
- When do employees complete Form I-9?
- Does your company outsource Form I-9 processing?
- Does your company forward its Forms I-9 to a central location?
- Does each location where Form I-9 is completed have a computer with Internet access?

## User Registration

Enrolled companies can provide their employees access to E-Verify by assigning them user roles. Permissions and functions in E-Verify granted to the user depend upon the user role.

Every person who uses E-Verify within your company must be registered as either a program administrator or general user. Program administrators may register general users or other program administrators once they have completed the E-Verify online tutorial and passed the knowledge test. You will have the opportunity to register program administrators for your company during company enrollment. All registered E-Verify users must follow the guidelines set forth in the memorandum of understanding (MOU) and the rules and responsibilities outlined in the 'E-Verify User Manual For Employers' located at [www.dhs.gov/E-Verify](http://www.dhs.gov/E-Verify) and the E-Verify tutorial. It is your company's responsibility to ensure that your users are prepared and capable of using E-Verify properly. Misuse of E-Verify may lead to legal liability for both the company and the user.

The 'User Role Overview' explains the features of each user role. The corporate administrator user role is available only to companies that enroll in the corporate administrator access method. For more information on corporate administrators, refer to 'Appendix A: Corporate Administrator Access.'

USER ROLE OVERVIEW	
USER ROLE	PERMISSIONS
<p><b>Program Administrator</b> (at least one required)</p>	<p>A company must have at least one program administrator. The program administrator role includes functions of a general user.</p> <p>Permissions include:</p> <ul style="list-style-type: none"> <li>▪ Registering new users</li> <li>▪ Creating user accounts for other program administrators and general users</li> <li>▪ Creating E-Verify cases</li> <li>▪ Viewing reports</li> <li>▪ Updating profile information for other program administrators and general users</li> <li>▪ Resetting user passwords</li> </ul>
<p><b>General User</b> (optional)</p>	<p>A company may have as many general users as it desires but is not required to have general users. The general user is responsible for following all E-Verify program rules and staying informed of changes to E-Verify policies and procedures.</p> <p>Permissions include:</p> <ul style="list-style-type: none"> <li>▪ Creating E-Verify cases</li> <li>▪ Viewing reports</li> <li>▪ Updating his/her own user profile</li> </ul>
<p><b>Corporate Administrator</b></p>	<p>The corporate administrator role is limited to a select group responsible for managing multiple company accounts from a central location. Corporate administrators cannot create E-Verify cases.</p> <p>Permissions include:</p> <ul style="list-style-type: none"> <li>▪ Registering and administering company sites and user accounts</li> <li>▪ Resetting user passwords</li> <li>▪ Viewing reports for multiple company locations</li> </ul>

## Enrollment vs. Registration

The 'Enrollment vs. Registration Overview' explains the differences between company enrollment and user registration in E-Verify.

ENROLLMENT VS. REGISTRATION OVERVIEW		
	Enrollment	Registration
<b>Who</b>	Companies enroll in E-Verify to participate in the program.	Program administrators register new users in E-Verify who are then able to create cases.
<b>How</b>	Visit the E-Verify enrollment website at <a href="https://e-verify.uscis.gov/enroll">https://e-verify.uscis.gov/enroll</a> to enroll.	Program administrators may register general users and additional program administrators at any time after completing the E-Verify tutorial and passing the knowledge test. For more information on adding new users, review the 'E-Verify User Manual for Employers.'
<b>Why</b>	Companies enroll to verify employment eligibility of employees.	Most enrolled companies have more than one person who uses E-Verify to create verification cases. There is no limit on the number of users an enrolled company may register to create cases.

## Verification Locations and Hiring Sites

It is important to know the meaning of a verification location, a hiring site and the differences between the two. For a description of each, review the 'Verification Location – Hiring Site – Overview.'

**VERIFICATION LOCATION – HIRING SITE – OVERVIEW**

- Verification locations are locations where registered users create E-Verify cases. Typically, a verification location is where your company's human resources staff takes the information from an employee's Form I-9 and creates a case in E-Verify. If your company has staff members at each location who use E-Verify, then each location is considered a verification location. Alternatively, if your company centralizes the use of E-Verify and creates cases from one location, then only that one location is considered a verification location.
- Hiring sites are locations where your company's employees are hired. Typically, a hiring site is where an employee completes Form I-9. If your company creates cases in E-Verify at that location, it is a verification location and a hiring site.



**A verification location creates cases in E-Verify for its hiring sites.**

**Program Administrators:**

- Maintain their verification location's employer account
- Manage user accounts for their verification location
- Create and view cases for their verification location
- Run reports for their verification location

**General Users:**

- Create and view cases for their verification location

**Example:** Kevin owns a furniture store in Springfield. His employees complete their Forms I-9 at the store, and Kevin plans to use the computer at the store to use E-Verify. In this case, Kevin will enroll in the E-Verify employer access method, and he has a single verification location and hiring site, both of which are the furniture store.

**Example:** Rebecca owns three restaurants, two in Georgia and one in Florida. In addition, Rebecca runs the business operations of these restaurants from a small office in Florida with its own staff. When her restaurant managers hire a new employee, the manager and the employee complete the Form I-9 on site at the restaurant. The manager then forwards the Form I-9 to Rebecca's central office. Rebecca plans to have her office staff create the E-Verify cases.

In this case, Rebecca will enroll in the E-Verify employer access method and designate her central office as the verification location and the two restaurants in Georgia and two

restaurants in Florida as hiring sites. (The central office counts as a hiring site because Rebecca hires staff members there as well.)

## ENROLLMENT

### Enrollment Checklist

Deciding to enroll is the first step toward supporting a legal workforce. While E-Verify is a powerful tool that can help you ensure a legal workforce, you must use it properly. Participating in E-Verify carries important responsibilities and obligations to treat employees fairly and in a non-discriminatory manner.

Visit the E-Verify enrollment website at <https://e-verify.uscis.gov/enroll> to get started. E-Verify will guide you through the enrollment process by asking you several questions. Refer to the 'Enrollment Checklist' below to ensure you have all of the information you will need to prepare for these questions and complete the enrollment process.

The enrollment process must happen in a single website session, so ensure you have time to complete the process. You will not be able to save your enrollment-in-progress and return at a later time to complete it.

ENROLLMENT CHECKLIST
<p><b>Before you enroll, you must decide:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Who will electronically sign the E-Verify memorandum of understanding (MOU) on behalf of your company?</li> <li><input type="checkbox"/> Which hiring sites will participate in E-Verify?</li> <li><input type="checkbox"/> If you are a federal contractor with the FAR E-Verify clause, which employees will you verify?</li> <li><input type="checkbox"/> Which company location(s) will access E-Verify?</li> <li><input type="checkbox"/> Who in your company will have access to E-Verify?</li> <li><input type="checkbox"/> Who in your company should be a program administrator?</li> </ul>
<p><b>To enroll, you will need to know:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Contact information for your company's E-Verify memorandum of understanding (MOU) signatory (name, phone number, fax number and e-mail address)</li> <li><input type="checkbox"/> Company name</li> <li><input type="checkbox"/> 'Doing business as' name (optional)</li> <li><input type="checkbox"/> Data Universal Numbering System (DUNS) number (optional)</li> <li><input type="checkbox"/> The physical address of the location from which your company will access E-Verify (including county)</li> <li><input type="checkbox"/> Company mailing address (if different from the physical address)</li> <li><input type="checkbox"/> Employer identification number (also called a Federal Tax ID Number)</li> <li><input type="checkbox"/> Total number of employees for all of your company's hiring sites that will participate in E-Verify (you'll choose from a range of numbers)</li> <li><input type="checkbox"/> Parent organization (optional)</li> <li><input type="checkbox"/> Administrator name (E-Verify corporate account) (optional)</li> <li><input type="checkbox"/> The first three digits of your company's primary North American Industry Classification System (NAICS) code (if you don't know it, we'll help you find it when you enroll)</li> <li><input type="checkbox"/> The number of hiring sites that will participate in E-Verify in each state</li> </ul>

## ENROLLMENT CHECKLIST

**For all registered users, you must provide:**

- Name
- Phone number
- Fax number (optional)
- E-mail address

 Each screen provides additional information simply by clicking any help text symbol. 

## Enrollment Process

When you enroll your company, you need to share some basic information and agree to follow the rules of E-Verify. You will enroll your company just once and, after you do, you can register yourself and others to use E-Verify. See the 'Enrollment Process – Overview' below along with the explanation of each step in the process. Additionally, E-Verify provides an instructional video, 'How to Enroll in E-Verify' which is available at [www.dhs.gov/E-Verify](http://www.dhs.gov/E-Verify).

## ENROLLMENT PROCESS – OVERVIEW

1. Visit enrollment website, accept and agree to E-Verify enrollment terms and review checklist.
2. Determine access method by answering four yes/no questions.
3. Review and confirm access method.
4. Select your organization designation.
5. Review, acknowledge and agree to the E-Verify memorandum of understanding (MOU).
6. Electronically sign the MOU.
7. Enter company details.
8. Enter or select North American Industry Classification System (NAICS) code.
9. Provide hiring site information.
10. Register E-Verify program administrator(s).
11. Review and certify information.
12. Print electronically signed MOU.

### 1. VISIT ENROLLMENT WEBSITE, ACCEPT TERMS AND REVIEW CHECKLIST.

Access E-Verify enrollment at <https://e-verify.uscis.gov/enroll>. You must read and agree to the terms explained on the page and check the box indicating your agreement before you click 'Continue.' Then review the enrollment checklist and be sure you have all of the required information before you click 'Begin E-Verify Enrollment.'

## 2. DETERMINE ACCESS METHOD.

An access method provides companies with the ability to perform different functions within E-Verify. The four access methods are called employer, E-Verify employer agent, corporate administrator and Web services. An E-Verify employer agent was previously called designated agent.

E-Verify will guide you through four questions to help determine which access method is right for your company. Read the information on this page carefully, because errors here can delay us in approving your company's enrollment. Answer all four questions and click 'Next' at the bottom of the page.

The 'Enrollment Quick Reference Overview' lists the different ways a company might use E-Verify along with the accompanying access method and instructions on how to answer the enrollment questions.

Enrollment Quick Reference Overview		
My Company	Access Method	Enrollment Answers
Needs to verify the employment eligibility of our employees.	= <b>Employer</b>	\ Question 1 = Yes Question 2 = No Question 3 = No Question 4 = No
Needs to verify the employment eligibility of our employees. <b>and</b> Has a central office that needs to oversee E-Verify use at more than one location.	= <b>Corporate Administrator</b>	\ Question 1 = Yes Question 2 = No Question 3 = Yes Question 4 = No
Needs to verify the employment eligibility of our employees. <b>and/or</b> Needs to verify employment eligibility on behalf of our client companies.	= <b>E-Verify Employer Agent</b>	\ Question 1 = Yes or No Question 2 = Yes Question 3 = No Question 4 = No
Needs to verify the employment eligibility of our employees. <b>and</b> Plans to develop our own software to access E-Verify	= <b>Web Services for Employers</b>	\ Question 1 = Yes Question 2 = No Question 3 = No Question 4 = Yes
Needs to verify the employment eligibility of our employees. <b>and/ or</b> Needs to verify employment eligibility on behalf of our client companies. <b>and</b> Plans to develop our own software to access E-Verify	= <b>Web Services for E-Verify Employer Agents</b>	\ Question 1 = Yes or No Question 2 = Yes Question 3 = No Question 4 = Yes

### 3. REVIEW AND CONFIRM ACCESS METHOD.

E-Verify gives you an opportunity to review your enrollment answers and to confirm that the access method selected fits your company's needs. If everything looks correct, click 'Next.'

**E-Verify** Employment Eligibility Verification

**E-Verify Enrollment: Let's Review**

Before we move on to the next step in the enrollment process, let's review your selections.

	Question	Your Answer
1.	Does your company need to verify its employees?	<b>Yes</b>
2.	Does your company have clients and need to verify their employees?	<b>No</b>
3.	Does your company have a central office that needs to manage E-Verify use for multiple locations that access E-Verify?	<b>No</b>
4.	Does your company plan to develop its own software to use E-Verify?	<b>No</b>

Based on your answers to the above questions, you've told us:

- Your company plans to verify the employment eligibility of its employees; and
- Your company plans to use the E-Verify Web site to do the verifications.

We call this type of access the **Employer Access Method**.

If this sounds like what you need – great! Just click on the 'Next' button to continue. If you'd like to go back and change your selections, click on the 'Back' button to return to the previous page.

### 4. SELECT YOUR ORGANIZATION DESIGNATION.

Many types of organizations, from large federal agencies to small local businesses, use E-Verify. Choosing the right category for your organization ensures that we provide you with the right information you need to use E-Verify. Identify whether your organization is part of the federal government, state government, local government, or a federal contractor with or without the FAR E-Verify clause. If your organization does not fall within any of these categories, select 'None of these categories apply.'

You may change your organization designation at any time by updating your company profile in E-Verify.

**E-Verify** Employment Eligibility Verification

**E-Verify Enrollment: Organization Designation**

Lots of organizations, from large federal agencies to small local businesses, use E-Verify. Choosing the right category for your organization ensures that we provide you with the right information you need to use E-Verify.

Identify whether your organization is part of the federal government, state government, local government, or a federal contractor with or without the FAR E-Verify clause. If your organization does not fall within any of these categories, select 'None of these categories apply.'

You can change your organization designation at any time by updating your company profile in E-Verify.

Which category best describes your organization?

We're here to help! If you are unsure which category to select, click on the help icon above or contact E-Verify Customer Support at 888-464-4218 or [E-Verify@dhs.gov](mailto:E-Verify@dhs.gov)

## 5. REVIEW AND AGREE TO THE MOU.

Review your company's obligations as explained in the MOU and indicate that you agree with the terms. Your agreement includes both the company and each user. It is your responsibility to ensure that the company and its users understand E-Verify rules and responsibilities.

The MOU is a legal document that an authorized representative of your company must sign. Typically, the MOU signatory is a business owner, company president, human resources director or legal counsel. By signing the MOU, the MOU signatory is committing your company to complying with the terms of the MOU. Review it carefully before signing—misuse of E-Verify may result in legal liability.

**NOTE:** The document displayed at this step during enrollment is an example and cannot be filled in. You will electronically sign the MOU during enrollment. You will be able view and print your electronically signed MOU at the end of the enrollment process.

**E-Verify** Employment Eligibility Verification

**THE E-VERIFY PROGRAM FOR EMPLOYMENT VERIFICATION  
MEMORANDUM OF UNDERSTANDING**

**ARTICLE I**

**PURPOSE AND AUTHORITY**

This Memorandum of Understanding (MOU) sets forth the points of agreement between the Department of Homeland Security (DHS) and \_\_\_\_\_ (Employer) regarding the Employer's participation in the Employment Eligibility Verification Program (E-Verify). This MOU explains certain features of the E-Verify program and enumerates specific responsibilities of DHS, the Social Security Administration (SSA), and the Employer. E-Verify is a program that electronically confirms an employee's eligibility to work in the United States after completion of the Employment Eligibility Verification Form (Form I-9). For covered government contractors, E-Verify is used to verify the employment eligibility of all newly hired employees and all existing employees assigned to Federal contracts or to verify the entire workforce if the contractor so chooses.

[Printer Friendly Version](#)

I agree that I have read and agree with the terms and conditions of the MOU, and am authorized by my company to act on its behalf with respect to the E-Verify program. I understand that I must complete the electronic registration in order for the MOU to take effect.

**IMPORTANT:** The MOU sets forth my company's responsibilities under the E-Verify program. Failure to comply with the MOU may lead to legal liability for my company under federal and state law, including the payment of back pay, civil monetary penalties, and other damages under Title VII of the Civil Rights Act of 1964 and the anti-discrimination provision of the Immigration and Nationality Act. You should print the MOU, and share it with your Human Resources Manager, legal counsel, and other appropriate staff.

I do not agree to the terms and conditions of the MOU

## 6. ENTER MOU SIGNATORY INFORMATION.

Enter the contact information of the person who electronically signed the MOU on the preceding page. This person should have signature authority for the company as his or her name will appear on the signed MOU. You may also designate this person as an E-Verify program administrator. Required fields are marked with a red asterisk (\*).

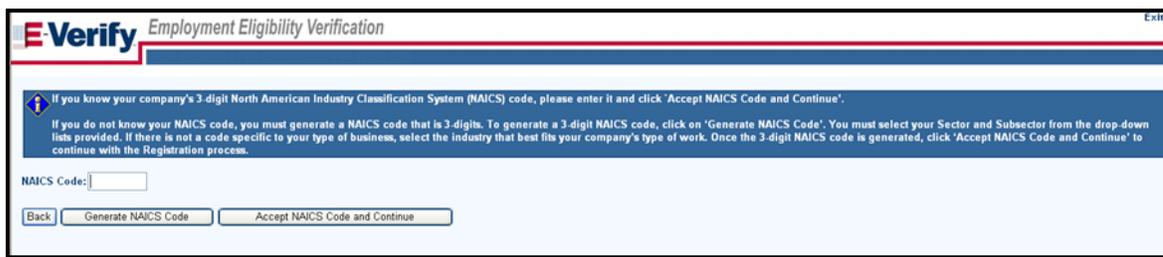
**7. ENTER COMPANY INFORMATION.**

Enter your company details, including your company’s name, parent organization, physical verification location, mailing address, employer identification number and total number of employees. If you are enrolling your company in E-Verify employer access and you would like to link this account to an existing corporate administrator account, you may do so on this page. Required fields are marked with a red asterisk (\*).

**NOTE:** You must provide your company’s employer identification number. An employer identification number is different from a Social Security number or individual taxpayer identification number. Do not enter either of these numbers in place of an employer identification number.

**8. ENTER OR SELECT NORTH AMERICAN INDUSTRY CLASSIFICATION SYSTEM (NAICS) CODE.**

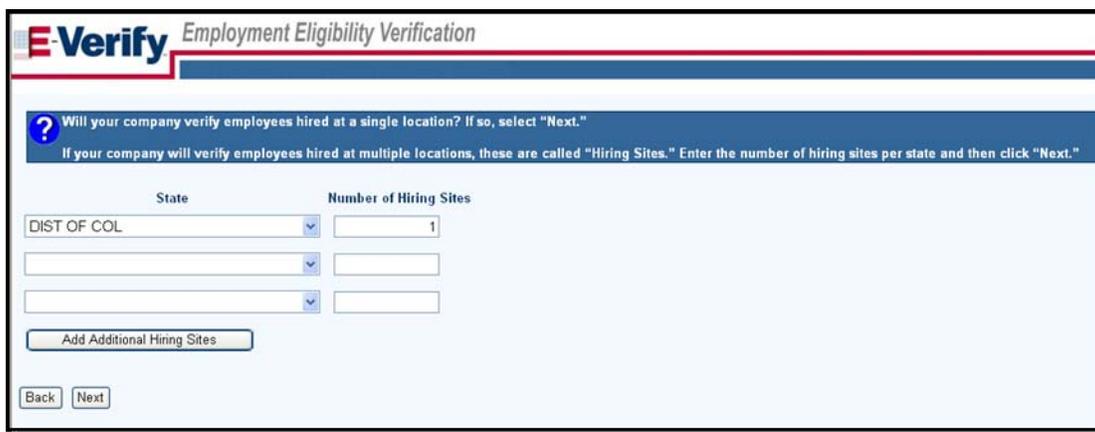
If you know your company’s NAICS code, enter the first three digits on this page and click ‘Accept NAICS Code and Continue.’ If you do not know your company’s NAICS code, leave the NAICS code field blank and click ‘Generate NAICS Code.’



**9. PROVIDE HIRING SITE INFORMATION.**

Enter the number of hiring sites that will participate in E-Verify for each state. Do not include sites that will not participate in E-Verify. Remember, while you are free to choose E-Verify participation on a site-by-site basis, your company must use E-Verify for all newly hired employees and employees assigned to a covered federal contract at each participating site.

If your company has hiring sites in more than three states, click ‘Add Additional Hiring Sites’ to add more states. Once you’re finished, click ‘Next’ to continue.



**10. REGISTER E-VERIFY PROGRAM ADMINISTRATORS.**

During enrollment, you must register at least one program administrator; however, you may register additional program administrators. If you indicated earlier that your MOU signatory should also be a program administrator, that person is listed on this page. After enrollment, your program administrators can register general users and additional program administrators. For more information, review the ‘E-Verify User Manual for Employers’ located at [www.dhs.gov/E-Verify](http://www.dhs.gov/E-Verify).

**E-Verify Users**

Last Name:

First Name:

M.I.:

Phone Number:  -  ext.

Fax Number:  -

E-mail Address:

Confirm E-mail Address:

Last Name:

First Name:

M.I.:

Phone Number:  -  ext.

Fax Number:  -

E-mail Address:

Confirm E-mail Address:

Last Name:

First Name:

M.I.:

Phone Number:  -  ext.

Fax Number:  -

E-mail Address:

Confirm E-mail Address:

**11. REVIEW AND CERTIFY INFORMATION.**

Please review the information you've provided because errors can delay us in approving your enrollment. If you need to change any information, use the 'View/Edit' button for the section that contains the information you want to change. If all of the information is correct, read the certification statement at the bottom of the page.

You must certify that the information you've provided is correct and check the box indicating your agreement before clicking 'Register Employer.'

Company Information		
Company Name:	Sample Company	<a href="#">View / Edit</a>
Doing Business As (DBA) Name:		
DUNS Number:		
<b>Physical Location:</b>		<b>Mailing Address:</b>
Address 1:	1 Main Street	Address 1:
Address 2:		Address 2:
City:	Anytown	City:
State:	DC	State:
Zip Code:	00000	Zip Code:
County:	DISTRICT OF COLUMBIA	
<b>Additional Information:</b>		
Employer Identification Number:	000000000	
Total Number of Employees:	1 to 4	
Parent Organization:		
Administrator:		
How did you hear about E-Verify?		
Other Marketing Channel:		
<b>Organization Designation:</b>		
Employer Category:	None of these categories apply	
NAICS Code:	721 - ACCOMMODATION	<a href="#">View / Edit</a>
Hiring Sites:		<a href="#">View / Edit</a>
DIST OF COL	1	
E-Verify Users:		<a href="#">View / Edit</a>
<b>Last Name</b>	<b>First Name</b>	<b>M.I.</b>
Sample	Sample	
<b>Phone</b>	<b>E-mail</b>	
(888) 464 - 4214	e-verify@dhs.gov	MOU Signatory
<p>I certify that the information provided for this registration is correct. I am aware that Federal law provides for imprisonment and/or fines for knowing false statements or other fraudulent conduct in connection with this registration. I am aware that providing any false information may be grounds for terminating participation in E-Verify.</p> <p><input type="checkbox"/> I agree</p>		
<a href="#">Register Employer</a>		

**12. PRINT ELECTRONICALLY SIGNED MOU.**

The enrollment confirmation page confirms that we have received your enrollment information. Before you exit this website, click on the 'View Memorandum of Understanding' button and print a copy of the MOU you electronically signed. Be sure to share it with your human resources manager, legal counsel and other appropriate staff. If you have trouble viewing your MOU, make sure you have disabled any pop-up blockers and are using the latest version of your Portable Document Format (PDF) viewer software.

## AFTER ENROLLMENT

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After you complete steps 1 through 12 of the enrollment process, E-Verify compares your company information with our list of companies already enrolled. E-Verify will approve your company's enrollment and send confirmation e-mails to your company's program administrator(s). Most people receive a confirmation e-mail within a few minutes. You should check your e-mail inbox as well as your spam or junk mail folders because e-mails may be mistakenly marked as spam. However, if your account is found to be a duplicate, the process may be delayed.

If we find your company is already enrolled, or if we need additional information to approve your company's enrollment, E-Verify Customer Support will contact the person who signed the memorandum of understanding (MOU) generally within two business days of your enrollment submission. After two business days, if you haven't heard from us, contact E-Verify Customer Support at 888-464-4218. Please do not try to reenroll your company as it will further delay your enrollment.

Additionally, you must post the English and Spanish versions of the 'Notice of E-Verify Participation' and the 'Right to Work' posters in a prominent location that can be clearly viewed by prospective and current employees. You may also provide a copy of these posters with job application materials, such as on your company's website.

E-Verify conducts monitoring and compliance activities to ensure proper use of E-Verify. It is important that you comply with all of the requirements you agreed to when you enrolled in E-Verify.

### Enrollment Confirmation

After your company is approved for enrollment, each program administrator will receive a confirmation e-mail that contains his or her user ID, temporary password and the required next steps.

Your program administrator must:

- Log in to E-Verify with his or her user ID and temporary password (included in the E-Verify enrollment confirmation e-mail).
- Change his or her password and create security questions.
- Complete the E-Verify tutorial and pass the knowledge test.

Once a program administrator has completed these three steps, he or she will have full program administrator access to E-Verify.

### User Registration Instructions

Only program administrators can register new E-Verify users. To add an additional user, the program administrator must provide the user's name, phone number, fax number (optional) and e-mail address. For additional information on user registration, review the 'E-Verify User Manual for Employers' located at [www.dhs.gov/E-Verify](http://www.dhs.gov/E-Verify).

## E-VERIFY RESOURCES AND CONTACT INFORMATION

### E-VERIFY RESOURCES

#### E-Verify Public Website

[www.dhs.gov/E-Verify](http://www.dhs.gov/E-Verify)

- General information about E-Verify
- Program information and statistics
- Frequently asked questions
- E-Verify user manuals
- E-Verify quick reference guides
- Information about employee rights and employer obligations

#### E-Verify Enrollment Application

<https://e-verify.uscis.gov/enroll>

- Website for initial company enrollment

#### E-Verify Access for Employers and Corporate Administrators

<https://e-verify.uscis.gov/emp>

- User access to E-Verify

#### E-Verify Access for E-Verify Employer Agents

<https://e-verify.uscis.gov/esp>

- User access to E-Verify

### E-VERIFY CONTACT INFORMATION

#### E-Verify Customer Support

E-Verify Customer Support is available to assist you with using E-Verify, password resets, assistance with cases and technical support. We can also answer your questions about E-Verify policies and procedures, Form I-9 and employment eligibility. We are available Monday through Friday, from 8 a.m. to 5 p.m. local time, except on federal holidays.

#### For Employers:

888-464-4218  
877-875-6028 (TTY)  
[E-Verify@dhs.gov](mailto:E-Verify@dhs.gov)

#### For Employees:

888-897-7781  
877-875-6028 (TTY)  
[E-Verify@dhs.gov](mailto:E-Verify@dhs.gov)

Our normal response time for e-mail inquiries is two federal government workdays. If we need more time to respond to your inquiry, we'll contact you within two federal government workdays to explain why we need additional time and provide you with an estimated response time.

**Office of Special Counsel for Immigration, Related Unfair Employment Practices (OSC)**

OSC is available to answer your questions about immigration-related employment discrimination, including discrimination based on citizenship status, immigration status or national origin in the Form I-9 and E-Verify processes.

**Employer Hotline:** 800-255-8155  
800-362-2735 (TTY)

**Employee Hotline:** 800-255-7688  
800-237-2515 (TTY)

**Website:** [www.justice.gov/crt/osc/](http://www.justice.gov/crt/osc/)

## **Appendix A: Corporate Administrator Access**

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For companies that have multiple E-Verify employer accounts, E-Verify offers an account type called corporate administrator that enables companies to link together their employer accounts for reporting and oversight. This account type has no relation to how your company is organized (i.e., whether or not it is actually a chartered corporation).

Most companies do not need corporate administrator access regardless of whether they are corporations. Corporate administrator access requires more time and effort to set up than the usual employer access setup—so don't enroll in corporate administrator access unless you are sure you need it. All corporate administrators must attend a training session offered over the Web instead of the self-paced online tutorial that is required of users registered to an employer account.

Unsure whether you need a corporate administrator account? Answer the following questions to determine if corporate administrator access is right for your company:

- Does your company have more than one location from which your E-Verify users will create and manage E-Verify cases?
- Does your company need each location to have its own employer account to keep its E-Verify users and cases separate from other locations?

Only if you answered yes to both questions should you enroll your company in corporate administrator access. You do not need corporate administrator access if you have multiple sites, but create and manage E-Verify cases from a single location. If you need help determining whether your company requires corporate administrator access, contact E-Verify Customer Support at 888-464-4218.

**Example:** John owns five copy centers in Kansas. Each copy center operates with a manager, and there is no central office. At each copy center, the manager completes a Form I-9 for every new employee and files it on site. John plans to have the copy center managers create the E-Verify cases for their own employees. In this example, each copy center is a verification location and a hiring site. In using E-Verify, John has two options.

### **Option 1 – Employer Access:**

John's first option is to enroll in E-Verify employer access and set up a single company account that will serve all of his copy centers. Although John has five verification locations, E-Verify permits users to enter only one verification location per company account. If John prefers a single company account, he must choose one copy center as his verification location in E-Verify, but can still create E-Verify cases at his other locations. During enrollment, John should indicate his company has five hiring sites. While this option offers John a simple setup and the need to sign just one memorandum of understanding (MOU), he will not be able to monitor usage on a location-by-location basis.

### **Option 2 – Corporate Administrator Access:**

John's second option is to enroll each copy center in E-Verify employer access and link them together with a corporate administrator account. A corporate administrator account will allow John to manage the accounts of each of his copy centers, but will not allow him to create E-Verify cases himself. John's corporate administrator account does not require an MOU; however, he must electronically sign an MOU for each copy center enrolled in E-Verify employer access.