**eI-9 Web-Based Training Script**

**04/11/11**

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Hello, and welcome to training for the eI-9 [*ee-eye-nine*]. In this training, you will learn to use the electronic I-9 form when onboarding new hires.

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How often have you needed to hire a new employee, but worried about the risk of hiring someone who is not eligible to work? However, not hiring someone because you **think** they may not be eligible can be risky, too. How can you be sure?

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Fortunately, there is a way. At Maxim, we can easily get information about a hire’s work eligibility by using the electronic version of the I-9 form, also known as the eI-9, along with E-verify, our system for electronically verifying a new hire’s documentation.

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During this course, you will learn how to employ the eI-9 during the hiring process; update the work authorization section of the eI-9; and correctly resolve cases in E-verify.

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You recently received training in how to complete the paper Form I-9. You will find that filling out the eI-9 is not so different. In fact, you may find it even easier.

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The first step is for the new hire to access the ADP eI-9 webpage from any computer and click continue…

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Your new hire will access the tax credit screening, where they will be asked a few questions to see if they qualify for the Work Opportunity Tax Credit, or WOTC.

If they qualify, you will be given the chance to print out the form 8850 later on.

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After completing the Tax Credit Screening, the system will return the new hire to the main screen.

The new hire will click “CONTINUE” and complete his or her eI-9, Section One.

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The new hire will read the instructions and indicate if any special circumstances apply, such as a handicap or the need for a translator.

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The new hire will enter his or her personal information

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including name, date of birth, Social Security number…

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… address…

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…and work eligibility status.

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After this, the new hire will be asked to electronically sign the form and click “Continue”.

It is important that the new hire click “Continue” in order to save the information just entered!

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At this point, if you are sitting with your new hire and are ready to complete Section Two, click “yes”. If your new hire is completing the form offsite, or you are otherwise not able to complete Section Two right away, you will be able to log in and complete it later.

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In order to complete Section Two, you log into the Manager’s Workbench by entering your username and password, which will have been provided to you by ADP.

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Then, click on the “Complete I-9” link, which will take you to the online tool, or *gadget,* that will allow you to confirm you new hire’s documents.

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On **this** screen, you will search for the employee’s record by entering his or her last name, Social Security number, or date of birth.

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Once you have found the new hire’s record, you will review the information provided in Section One for accuracy…

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First, as the hiring manager, you will enter **your** name and job title.

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Then, ADP will ask you to enter information from the documents your new hire provided, such as driver’s license numbers, passport numbers, expiration dates, and so on. It will use this information to confirm that the documents are valid.

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Finally, enter the new hire’s employment start date and indicate the location of employment.

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In order to find **your** correct location, search by “Unit Number”, which will be the same as your office number.

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Click “Continue”.

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The ADP system will run a logic check, which will detect any inconsistencies in the data. If any are found, you will be asked to correct them. When that process is completed, you will be shown a screen containing the new hire’s information and asked to verify that it is correct. If it is not, you have the chance to go back and make changes.

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You will be asked to electronically sign the form.

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Once you receive the confirmation of your electronic signature, don’t forget to click “CONTINUE”, otherwise your confirmation will not be saved!

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Great! Now, there’s **one more step** for you and your new hire…

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Once you have completed Section 2, the system will automatically dial out to contact the Department of Homeland Security, DHS, and verify your new hire’s work status.

You will receive a response shortly.

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The screen you will get looks like this…

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The possible responses include:

*Employment Authorized*: verifies that your new hire *is* eligible for employment and you can resolve the case in the ADP Manager Workbench, which will be explained later.

*SSA Tentative Nonconfirmation*: Indicates the Social Security Administration could not verify the information provided. You must notify the new hire. If he or she wants to contest the response, refer them to the Social Security Administration.

*DHS Verification in Progress*: indicates that the Social Security Administration is unable to confirm the employment eligibility of a non-citizen and is contacting the Department of Homeland Security for further verification. DHS usually responds in 24 hours but can take up to 3 federal government workdays. You should check the system daily for a response.

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At this point, both you and the hire will electronically sign the confirmation… If the new hire is **no**t authorized, once you e-sign, the ADP system will automatically populate the relevant information into a referral letter, which you can give to the new hire if he or she chooses to contest the status. If your hire chooses **not** to contest the status, he or she should be terminated from their position.

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You will print the referral letter and give it to the new hire. If he or she wishes to contest the status, he or she must take the letter to the relevant agency, the SSA or the DHS, depending on your new hire’s status In either case, the agency will make a decision on the case and update your new hire’s status in the Manager Workbench.

*There are two referral letters for SSA tentative non-confirmations but only one for DHS tentative non-confirmations.*

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Once you have received a decision on the case from the relevant agency, it is imperative you resolve the new hire’s status in the DHS Manager Workbench, which you will do by logging in and using **this** gadget…

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Once again, you will find your new hire by Social Security number and then select his or her resolution status on a drop-down menu.

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The possible resolution statuses include:

*Resolved Authorized* – the new hire is authorized to work.

*Invalid Inquiry*- incorrect information was originally submitted.

*Self Terminated*- the new hire quit or is terminated for reasons unrelated to the employment eligibility status.

*Resolved Unauthorized/Terminated*- employment is not authorized, or there is an uncontested response and you have terminated the new hire.

*Employee Not Terminated-* notifies DHS that you are not terminating a new hire whose employment is not authorized.

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And if you need to make an update to an employee's information, it is just as easy…

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Log into the Manager’s Workbench using your username and password.

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There, you will see a variety of gadgets on the workbench. These will vary depending on your role within the company.

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**This** gadget will allow you to make changes to the employee's name, rehire status, or work authorization.

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To find you new hire, search by Social Security number.

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Then enter the updated information… in this example, a name change.

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Click “Continue” …

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You will see a list of updated documents. Click “Continue” again to confirm the changes

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And you will be asked to electronically sign the document

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And that’s it! I hope you agree that the electronic I-9 is just as easy, if not easier, than the paper I-9.

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Now, let’s see how well you remember the information you just learned.

Click on “Continue” when you’re ready to give it a try.

**Slide 81**

Now, we’ll see how **you** would resolve the cases of several new hires.

Click “Continue” when you are ready to start.

**Slide 99**

You have just learned how to employ the eI-9 during the hiring process, update the work authorization section of the eI-9, and correctly resolve cases in E-verify.

**Slide 50**

Thank you for attending online training for the eI-9 form.