Compli9--FAQ’s

• Does the email entered to initiate an I-9 for an employee need to be a university email?
  o No, you may use any email address the employee provides

• When initiating an I-9, what do I enter in the Employee ID field?
  o Enter in the employee’s university ID. If the individual has not been assigned a university ID by the time you initiate the I-9 leave the field blank.

• When would I choose to print the credentials?
  o If your employee was physically present and you wanted them to log into a computer to complete section 1.
  o If you were entering information on behalf of the employee based on a paper I-9 form.

• My employee did not receive their credentials or they expired, can I resend them?
  o Yes, you can go into the employee tab from the menu and select your employee. Once in the employee record, click on the credentials tab and choose to resend your employee credentials.

• How many times can my employee use the passphrase?
  o Employee’s passphrases are only valid for a one time use.

• How long is my passphrase valid for?
  o User passphrases will need reset every 90 days.

• How will I know when the employee completes section 1?
  o The initiator will receive an email once the employee has completed section 1.

• Can I view only the I-9’s that I initiated?
  o No the list will include all initiated I-9’s, university wide. However, you can sort by user name by clicking on the “Initiated by” header. This will allow you to see what you initiated grouped together for ease of reviewing.

• What if the employee only has an official receipt for their document but not the actual document?
  o When completing section 2, you will check mark the box that indicates “Document applied for”.
    ▪ When the actual document is available to verify, go to the menu option “Doc Receipt Pending”, choose your employee, enter the information, and sign.
What if the employee does not have an SSN?

- You do not need an SSN to complete the Form I9 however; you do need it to complete the E-Verify process.
- The employee will need to check mark the box when completing section 1 that states “Social Security Card Applied for”.
  - Once the SSN is received, go to the menu option “Sec. 1 SSN Pending”, choose your employee and resend the log in credentials. The employee will enter the SSN information.

- When I tried to sign the form, the system declined my signature stating it did not match.
  - You must sign your name exactly the way it is set up in your user profile. Verify if your middle initial may have been included.

- What if I enter the wrong start date when I initiate the Form I-9?
  - You can change the start date when you complete Section 2.

- What if the I-9 was not completed within three days of the start date?
  - I-9’s are not in compliance will receive a pop up message requesting a reason for the delay. Answer the question and proceed.

- How can I find out if an employee has a completed Form I-9 in HireRight?
  - Form I-9’s from HireRight will be transferred to the GIS system. Timeframe for the completion of this is undetermined. You can email geninfo@indiana.edu or contact Campus HR office to verify if the employee has a valid form on file.

- Will voided records stay in GIS?
  - Yes. If an I-9 is voided, the electronic image will have VOID across the front, however it is still accessible in the system.

- Does the 3 day deadline for completing section 2 include holidays and weekends?
  - The University business days are Monday through Friday, those will be the only days that count towards the 3 day deadline.

- How can departments track I-9 expirations?
  - Departments can create an internal spreadsheet or use one of the following reports in Compli9:
    - Work Authorizations Expiring
    - Work Authorizations Expired
• How quickly are the E-Verify results complete? Can I close the case as soon as I complete section 2 or do I have to log in later?
  o The E-verify results are complete within a few seconds.
  o The preferred process would be to close the case immediately after completing section 2.
• Can I attach more than one document to the record?
  o Yes, you may attach as many documents as needed by clicking on the “attach” link. The number next to it will increase each time you add a document.
• I initiated the Form I-9; however someone else is responsible for completing section 2. How can this be done?
  o Anyone that is set up as a user in the system can access the record and complete section 2.
  o Only IU employees will be given access to the GIS system; if you have a non-IU employee that will complete section 2, follow the paper I-9 process.
  o For new user access contact your Campus HR office.