**Duplicate E-Verify Case**

A Duplicate Case status is returned by E-Verify when information for the current case matches another case submitted within the past 30 days. When a case receives this status, you must continue with creating the new case without making changes, update the case information and continue, or close the current case before you can proceed.

**Step 1:** The Initial Eligibility field in the Initial Verification Results section of the Case Details page displays a status of “Duplicate Case”, and the Duplicate Case section displays a listing of all cases identified as possible duplicates of the existing case.

![Case Details Page](image)

**Step 2:** Do one of the following as necessary:

- Click **Case Details** to view details of the current case for correctness and update the information as necessary. The Case Details page refreshes to display the Duplicate Case Edit section. Continue to Step 3.

- Click **Close Case** to identify the current case as a duplicate or a case that was entered in error and then close the case. Continue to Step 4.

- Click **Continue** to identify the matching case as a duplicate and to indicate that you want to proceed with processing the current case. Continue to Step 5.
Step 3: Review the information that displays in the Duplicate Case Edit section and then do one of the following:

- If the information for the employee is accurate, click **Continue** and then repeat Step 2 to either close the case or continue processing the case.
- If the information for the employee is not accurate, update the information as necessary and then click **Continue**. If the updated information does not match any other existing cases, the case can now successfully continue to be processed and you have completed this procedure.

<table>
<thead>
<tr>
<th>Last Name</th>
<th>Brown</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
<td>James</td>
</tr>
<tr>
<td>Social Security Number</td>
<td><strong>4201</strong></td>
</tr>
<tr>
<td>Date of Birth</td>
<td>10/10/1990</td>
</tr>
</tbody>
</table>

**Step 4:** The Case Details page refreshes to display the Select the appropriate statement and click **Close Case** field. Select the appropriate closure statement option in response to this field and then click **Close Case**. You have completed this procedure.
Step 5: The Case Details page refreshes to display the Reason for Duplicate Case section. Select the appropriate reason option in response to the I am creating a duplicate case because field. If you click the Reason other than those listed above option, use the subsequent Other Reason text field to provide the reason.

Step 6: Click Continue. You have completed this procedure.