E-verify-DHS/SSA Re-Verify Case

In some instances, a case result of DHS Re-Verify or SSA Re-Verify occurs. This means that E-Verify found a discrepancy in the information it received in the E-Verify case submission. A DHS/SSA Re-Verify case result occurs for reasons including typographical errors and/or incorrect information provided on the Form I-9.

This case result does not mean that the employee is not authorized to work. But a DHS/SSA Re-Verify does require you to do the following:

- Review the Form I-9 with the employee
- Correct the information (if applicable)
- Continue the Verification

1. Once you complete Section 2 the E-Verify process will run automatically. Click on the “View EEV Details/Close EEV” link from the confirmation screen

OR

2. If the case was not available immediately you can go into the employee record and view the E-Verify case. Click on the Employees tab and search for the employee. Click “Select”. Click on “View Details / Close EEV” to view the case.
3. You will be taken directly to the E-Verify report. From the drop down, click on “EEV Status”.

4. The Case Detail screen will appear. Review the DHS Verification Information. Locate the information that appears in the editable text boxes. This is the information that needs to be reviewed. Work with the employee to verify that the information is correct, and update any change any incorrect information.
5. Once you have verified and/or changed the information located in the text boxes click on Continue Verification.

![Continue Verification Button]

6. The E-Verify case will be resubmitted. Allow some time before checking back to see if the case result is available.

7. When the case result is available follow the steps found in the “E-Verify review and close case from the employee tab” quick guide