Logging Into i9Advantage

As an Authorized User, you will need to log into the i9Advantage website to initiate the I9 document as well as finalize an incomplete E-Verify case or an unresolved case.

1. Use your web browser to navigate to https://secure.i9advantage.com/login/login.aspx.

2. Enter your username and password to gain access to the system. Click login.

   Note: The login page is for authorized users only and should not be shared with other individuals. It is not intended for new hires to self-complete the Form I-9.

Forgot Your Password?

1. Click on the blue hyperlink link, Forgot Your Password? Enter your username and click Submit. You will receive an email providing instructions.

   Forgot Password
   Please enter your username and click the submit button. Otherwise, you may login by clicking here.
   Username: [enter your username]
   Password: [enter your password]
   Forgot Your Password?
   Submit
   Email Sent
2. Follow the instructions provided in the email to reset your password.

![Email Screenshot]

3. Enter your new password and click **update**.

![Password Update Form]

The Dashboard

The I-9 system **Dashboard** will appear after logging in and provides the user a variety of options:

- Access to the HELP, REPORTS, and ADMIN tabs
- View company locations (a drop down will appear if a user has access to multiple locations)
- View notifications under Alerts and Announcements
- Search for existing I-9 forms
- Access important government links

![Dashboard Image]
The Dashboard features provide the Authorized User access to links and tools to complete the Form I-9 and to maintain I-9 compliance. Click on the Dashboard tab throughout any process to return to the Dashboard. Some features of the Dashboard may not be available to USC.

The Dashboard features include:

- Initiate a new form I-9
- Search existing I-9 forms
- Important Links
- Alerts and announcements
- Management tabs — Help, Reports, Admin
PeopleAdmin Quick Reference Guide

Form I-9 Processing in I-9Advantage/E-Verify
Logging In, Navigation, Actions & Status Updates

I-9 Initiation

I-9 Advantage offers three convenient ways to complete the Form I-9.

- New Form I-9 – Complete form with Employee Present
- Section 1 Email – Email Section 1 to the Employee to complete
- Section 1 Kiosk – Not currently available for University of South Carolina employees

Search

The Search options provides the user the ability to access the employee’s Form Summary, which provides management options regarding the employee’s Form I-9.

1. Search for the employee by entering his or her first name, last name, alien number, case number, date of birth, last 4 of SSN or Note (any word used within the note).

2. The search results provide a list of all employees that match the criteria entered.

3. Each column can be filtered to quickly locate a particular employee.

4. Click on the employee’s name to access their Form Summary page.

5. Under the Action column click on 🌍 to view the Form I-9 or Section 1 of the form.

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The Form Summary provides key data and management options regarding Form I-9 and E-Verify, such as:

- **Employee Information:** Review employee information.
- **Location Information:** Change location, if applicable.
- **Form I-9 Information:** Date completed and type.
- **E-Verify Information:** View information associated with E-Verify, if applicable.
- **Re-Verification Information:** View information associated with work authorizations or new name.
- **Attached Documents:** View or upload supporting documents related to Form I-9.
- **Form Note Log:** View notes entered.
- **Audit Log:** View in real-time, a trail of activities associated with the Form I-9.

**Note:** Location Admins and Standard Users may be limited on what they can view and access.
The Options box, located at the upper right-hand corner of the Form Summary page, provides links to certain information regarding the Form I-9. A link will only be present if it is relevant to that particular Form I-9.

The Authorized User may choose:

- **Form I-9:** View or print the form.
- **Document A/B:** View the attached documents.
- **Reverify Form:** Access Section 3 for reverifications.
- **Form Summary:** View the Form I-9 summary report for paper forms.
- **TNC Referral Reprint:** View and reprint the TNC Referral Letter.
- **Tentative Non Confirmation Reprint:** View and reprint the TNC Non Confirmation Notice.
- **Terminate Employee:** Add a termination date.
- **New Form I-9:** Complete a new Form I-9, if necessary.
- **Revise Section 1:** Correct errors in Section 1—employee **MUST** complete revisions.
- **Revise Section 2:** Correct errors in Section 2—Authorized User **MUST** complete revisions.
- **Foreign National Section 2 Extension:** Temporarily extend work authorization documents in Section 2—See **Part 6: Foreign National Section 2 Extension** for more information.
- **Undo Termination (not pictured):** Undo a termination date—**Company Admin Only.**

**Note:** Due to confidential information, anytime actions are taken in the Options box, the actions will be reflected on the Audit Trail.
Important links provide direct links to government websites for further information and resources.

**Important Links**

- USCIS I-9 Central
- USCIS E-Verify Resources
- Office of Special Counsel (OSC)
- OSC Avoid Discrimination Brochure

**Alerts and Announcements**

Alerts and announcements notify the Authorized User of any Form I-9s that require attention or immediate action. Some of the links will not be available to USC. These links will be grayed out and not accessible.

*Note: red hyperlinks require immediate attention, and blue hyperlinks are in progress, pending, or will soon require attention. Links will only appear if there are open items in need of attention.*
Alerts will appear above the Section 1 Option, when applicable. Alerts consists of system or E-Verify notifications.

Section 1 Options
The blue hyperlink indicates the number of Section 1 emails sent to employees which are awaiting completion. The red hyperlink indicates the number of forms that have Section 1 completed and are awaiting completion of Section 2.

To view the request sent for Section 1 click the blue hyperlink and locate the employee. Under the Action column, select one of the following icons:
- To resend the Section 1 request
- To delete the request

To complete Section 2 click the red hyperlink and locate the employee. Under the Action column, select one of the following icons:
- To complete Section 2.
- To delete Section 1, if the Employee has rescinded their job acceptance or to terminate.
- To store completed Section 1. (Check company policy before utilizing this option)
**Form I-9s Needing Attention**

**Waiting for Document Uploads:** Indicates which Form I-9s are missing copies of the required Section 2 documents. Documents may be required to be retained due to company policy, individual state policy, or the E-Verify requirements for Photo Matching. E-Verify requires the U.S. Passport, U.S. Passport Card, Permanent Resident Card (Form I-551) or the Employment Authorization Card (Form I-766) to be photocopied and retained. **USC only requires document uploads from List A.**

To view which employees have missing documents click the red hyperlink and locate the employee.

Choose one of the following icons:

- 🚫 Hover over the icon to view which document(s) is missing and/or click the icon to attach a document(s).
- 🌿 To upload a document(s).
Expiring Work Authorizations

A notification will appear if the work authorization document presented by an employee is set to expire between 0-180 days. The **red** hyperlink indicates an employee has document(s) that have expired and require **immediate** attention. The **blue** hyperlink indicates an employee has document(s) that are set to expire within a certain number of days.

View the exact expiration date under the **Expire Date** column and the number of days left until the document expires under the **Expires In (Days)** column. Under the **Actions** column, choose one of the following icons:

- **🔍** To be redirected to Section 3 to reverify the Employee’s work authorization.
- **⚠️** To be redirected to terminate the Employee (Check company policy before utilizing this option)
Unprocessed E-Verify Cases

E-Verify cases that are awaiting E-Verify processing or awaiting a SSN, which the employee has applied for. Click on the red hyperlink to view which employee’s I-9s need processing.

<table>
<thead>
<tr>
<th>Unprocessed E-Verify Queries (All Locations)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 query is awaiting E-Verify processing</td>
</tr>
<tr>
<td>1 query is awaiting SSN follow-up</td>
</tr>
</tbody>
</table>

Incomplete E-Verify Cases

E-Verify cases that were processed however require further action will appear in this section. Click on the red hyperlink to view which employee’s I-9s require attention.

<table>
<thead>
<tr>
<th>Incomplete E-Verify Cases (All Locations)</th>
</tr>
</thead>
<tbody>
<tr>
<td>The below E-Verify Cases were processed through E-Verify and received responses; however, require further action on your part:</td>
</tr>
<tr>
<td>1 case is awaiting SSA Tentative Non-Confirmation completion</td>
</tr>
<tr>
<td>4 cases are awaiting DHS Tentative Non-Confirmation completion</td>
</tr>
<tr>
<td>1 case is awaiting DHS Reverify and Resubmit completion</td>
</tr>
<tr>
<td>1 case is awaiting Photo Confirmation completion</td>
</tr>
<tr>
<td>1 case is awaiting SSA Reverify and Resubmit completion</td>
</tr>
<tr>
<td>2 duplicate cases are awaiting resolution</td>
</tr>
<tr>
<td>4 cases are awaiting Case Close completion</td>
</tr>
</tbody>
</table>

Unresolved E-Verify Cases

Cases that are awaiting a response or have received a response from E-Verify, will appear in this section.

<table>
<thead>
<tr>
<th>Unresolved E-Verify Cases (All Locations)</th>
</tr>
</thead>
<tbody>
<tr>
<td>The below E-Verify Cases are either awaiting, or have received responses and may require action on your part:</td>
</tr>
<tr>
<td>SSA Referrals:</td>
</tr>
<tr>
<td>16 cases have been referred to the SSA</td>
</tr>
<tr>
<td>5 cases have received responses and require attention</td>
</tr>
<tr>
<td>DHS Referrals:</td>
</tr>
<tr>
<td>6 cases have been referred to the DHS</td>
</tr>
<tr>
<td>21 referred cases have received responses and require attention</td>
</tr>
<tr>
<td>DHS Additional Verifications:</td>
</tr>
<tr>
<td>20 submitted cases have received responses and require attention</td>
</tr>
</tbody>
</table>
Dashboard

Click on the Dashboard tab to return to the Dashboard tab at any time during any process.

Help

Click the Help tab to view a list of resourceful hyperlinks.

Help Documents

- E-Verify Participation Poster (English)
- E-Verify Participation Poster (Español)
- E-Verify Right to Work Poster (English)
- E-Verify Right to Work Poster (Español)
- E-Verify Client Agent Handbook
- Sample Client Company MOU
- Handbook for Employers M-274
- M-274 Summary of Changes (04/30/2013)
- Form I-9 Employee Information Sheet
- E-Verify Fact Sheet: How to correct Immigration Record
- Colorado Employment Verification Affirmation Form
- Remote Hire Authorized Agent Help Guide