

Quick Reference Guide for E-Verify Enrollment



Quick Reference Guide for E-Verify Enrollment | Current as of July 2018

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U.S. Citizenship
and Immigration
Services

Last Reviewed/Updated: 07/18/2018

1.0 Introduction

This guide is designed to assist you throughout the E-Verify enrollment and user registration process.

Using E-Verify is an important step in ensuring that your company has a legal workforce by electronically confirming the information on Form I-9, Employment Eligibility Verification, referred to hereafter as Form I-9.

E-Verify works by electronically comparing the information from an employee's Form I 9 with records available to SSA and/or DHS to verify the identity and employment eligibility of each newly hired employee and/or employee assigned to a covered federal contract.

Employers can verify the employment eligibility of only one person at a time within E-Verify. All cases must be created individually.

E-Verify is free, and it is the best means available to confirm the employment eligibility of new hires. The E-Verify statute limits the scope of E-Verify operations to the United States, which includes the 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam, and the Commonwealth of the Northern Mariana Islands. Users may only create E-Verify cases in the United States.

NOTE: E-Verify Self Check, referred to as Self Check, is a free, fast, secure and voluntary online service that allows individuals to confirm their own employment eligibility themselves. Employers may not ask current or prospective employees to use Self Check to prove employment eligibility. The service is designed to provide visibility into government records, and if necessary, guidance on how individuals can correct those records. Self Check is separate from the E-Verify user interface. For more information and specific rules, visit <https://www.e-verify.gov/mye-verify/self-check>.

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1.1 Company Enrollment

Before you can start using E-Verify, you need to enroll your company. The term 'company' means any U.S. business, corporation, non-profit organization or government agency that is required to complete Form I-9.

Before you enroll, ensure that your company is not already enrolled in E-Verify. It is important that you do not enroll your company multiple times. If you attempt to enroll a company that is already enrolled in E-Verify, your enrollment will be delayed. Contact the E-Verify Contact Center at 888-464-4218 for assistance or questions in determining your company's enrollment status.

Companies may use E-Verify through an access method determined during the enrollment process. The four access methods include: employer, E-Verify employer agent, corporate administrator and Web services. The access methods are explained in the Access Method – Overview.

NOTE: For more information on corporate administrators, refer to Appendix A: Corporate Administrator Access.

ACCESS METHOD OVERVIEW

ACCESS METHOD	EXPLANATION

ACCESS METHOD	EXPLANATION
Employer Access	<p>Employer plans to use E-Verify to verify its employees</p> <p>This access method allows employers to create and manage their own cases directly in E-Verify. Most E-Verify participants, regardless of their business size or structure, are enrolled under the employer access method.</p>
E-Verify Employer Agent Access	<p>Employer agent plans to use E-Verify on behalf of its clients to verify the clients' employees.</p> <p>The E-Verify employer agent access method allows an individual or company to act on behalf of other employers to create and manage the E-Verify cases of the other employers. The E-Verify employer agent may also create cases for its own employees.</p>
Corporate Administrator Access	<p>Employer has a central office that needs to manage E-Verify use for all of its locations that access E-Verify</p> <p>Corporate administrator access is used only to manage multiple employer accounts. Corporate administrators cannot create or manage individual E-Verify cases.</p>
<p>Web Services Access for Employers</p> <p>-or-</p> <p>Web Services Access for E-Verify Employer Agents</p>	<p>Employer plans to develop its own software to access E-Verify</p> <p>The web services access method requires an employer to develop software that interfaces with E-Verify to create and manage cases. The employer's software should extract data from its existing system or an electronic Form I-9 and transmit the information to E-Verify. Employers who choose this option receive a web services Interface Control Agreement (ICA) which contains the information used to develop and test the software interface. Both employers and E-Verify employer agents can use this access method.</p>

To determine how your company will use E-Verify, it is important you understand how your company processes its employees' Forms I-9. Some things to consider include:

- Where do employees complete Form I-9?
- When do employees complete Form I-9?
- Does your company outsource Form I-9 processing?
- Does your company forward its Forms I-9 to a central location?
- Does each location where Form I-9 is completed have a computer with Internet access?

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1.2 User Roles

Enrolled employers can assign their users with different permissions and functions, depending upon the user's role. There are two types of users: program administrators and general users. Program administrators provide support for the general user and manage the company profile. Employers are required to have at least one program administrator, and can have as many program administrators as they choose.

General users are only able to create and manage cases. Employers are not required to have general users, but can have as many general users as they choose.

General users and program administrators must successfully complete the online E-Verify tutorial before they can create or manage cases.

All registered E-Verify users must follow the guidelines set forth in the memorandum of understanding (MOU) and the rules and responsibilities outlined in the E-Verify User Manual located at www.E-Verify.gov and the E-Verify tutorial. It is your company's responsibility to ensure that your users are prepared and capable of using E-Verify properly. Misuse of E-Verify may lead to legal liability for both the company and the user.

The User Role Overview explains the features of each user role. The corporate administrator user role is available only to companies that enroll in the corporate administrator access method. For more information on corporate administrators, refer to Appendix A: Corporate Administrator Access.

USER ROLE OVERVIEW

User Role	Permissions
	<p>Every E-Verify account must have at least one program administrator. The program administrator is responsible for following all E-Verify program rules and staying informed of changes to E-Verify policies and procedures. The program administrator role includes functions of a general user.</p> <p>Permissions include:</p>
Program Administrator (at least one required)	<ul style="list-style-type: none">• Registering new users• Creating user accounts for other program administrators and general users• Creating and managing cases• Viewing reports• Updating profile information for other program administrators general users, and themselves• Unlocking user accounts• Closing company and user accounts
	<p>Employers can have as many or no general users as they desire. The general user is responsible for following all E-Verify program rules and staying informed of changes to E-Verify policies and procedures.</p>
General User (optional)	<p>Permissions include:</p> <ul style="list-style-type: none">• Creating and managing cases• Viewing reports• Updating their own profile

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1.3 Enrollment vs. Registration

Significant differences between enrollment and registration are outlined in the Enrollment vs. Registration Overview. For additional information on enrollment, visit <https://www.e-verify.gov/employers/enrolling-in-e-verify>.

ENROLLMENT VS. REGISTRATION OVERVIEW

	ENROLLMENT	REGISTRATION
Who	Employers enroll in E-Verify to participate in the program	Program administrators register new users in E-Verify who are then able to create cases.
How	Visit the E-Verify enrollment website at https://e-verify.uscis.gov/enroll	After completing the E-Verify tutorial and passing the knowledge test, program administrators may register general users and additional program administrators. For more information on adding new users, see Section 7.1 in the E-Verify Manual .
Why	Employers enroll to use E-Verify to confirm employment eligibility of employees	Enrolled employers register users to create cases in E-Verify. There is no limit on the number of users an enrolled employer can have.

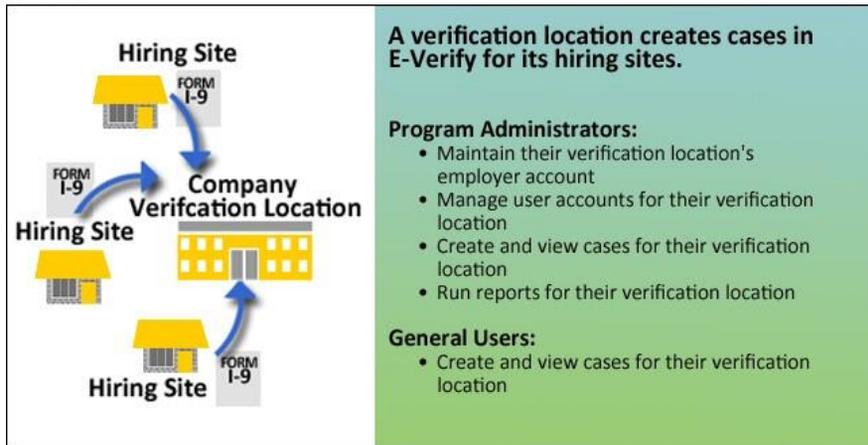
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1.4 Verification Locations and Hiring Sites

It is important to know the meaning of a verification location, a hiring site and the differences between the two. For a description of each, review the ‘Verification Location – Hiring Site – Overview.’

VERIFICATION LOCATION – HIRING SITE – OVERVIEW

- A verification location is where the employer’s staff takes the information from an employee’s Form I-9 and creates a case in E-Verify. Generally, each verification location has its own employer account. If the employer has staff at each location that uses E-Verify, then each location is considered a verification location. If the employer centralizes the use of E-Verify to certain locations, then only those locations are considered verification locations.
- A hiring site is the location where the employer hires employees and they complete Form I-9. If your company creates cases in E-Verify at the same location, it is a verification location and a hiring site. Employers select which sites participate in E-Verify on a hiring site by hiring site basis. This means that if you decide to have a hiring site participate in E-Verify, you must verify all newly hired employees for that hiring site. If you decide not to have a hiring site participate, you are not permitted to verify any employees at that location.



Example: Kevin owns a furniture store in Springfield. His employees complete their Forms I-9 at the store, and Kevin plans to use the computer at the store to use E-Verify.

In this case, Kevin will enroll in the E-Verify employer access method, and he has a single verification location and hiring site, both of which are the furniture store.

Example: Rebecca owns three restaurants, two in Georgia and one in Florida. In addition, Rebecca runs the business operations of these restaurants from a small office in Florida with its own staff. When her restaurant managers hire a new employee, the manager and the employee complete the Form I-9 on site at the restaurant. The manager then forwards the Form I-9 to Rebecca’s central office. Rebecca plans to have her office staff create the E-Verify cases.

In this case, Rebecca will enroll in the E-Verify employer access method and designate her central office as the verification location and the two restaurants in Georgia and two restaurants in Florida as hiring sites. (The central office counts as a hiring site because Rebecca hires staff members there as well.)

You may choose to use E-Verify throughout your company or limit your company’s participation to certain locations. While you are free to choose E-Verify participation on a site-by-site basis, your company must use E-Verify for all newly hired employees and employees assigned to a covered federal contract at each participating site. During enrollment, you’ll need to enter the number of hiring sites in each state that will participate in E-Verify.

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2.0 Enrollment

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2.1 Enrollment Checklist

Deciding to enroll is the first step toward supporting a legal workforce. While E-Verify is a powerful tool that can help you ensure a legal workforce, you must use it properly. Participating in E-Verify carries important responsibilities and obligations to treat employees fairly and in a non-discriminatory manner.

Visit the E-Verify Enrollment website at <https://e-verify.gov/e-verify-enrollment> to get started. E-Verify will guide you through the enrollment process by asking you several questions. Refer to the Enrollment Checklist below to ensure you have all of the information you will need to prepare for these questions and complete the enrollment process.

The enrollment process must happen in a single website session, so ensure you have time to complete the process. You will not be able to save your enrollment-in-progress and return at a later time to complete it.

Before you enroll, you must decide:

- Who will electronically sign the E-Verify memorandum of understanding (MOU) on behalf of your company?
- Which hiring sites will participate in E-Verify?
- If you are a federal contractor with the FAR E-Verify clause, which employees will you verify?
- Which company location(s) will access E-Verify?
- Who in your company will have access to E-Verify?
- Who in your company should be a program administrator?

To enroll, you will need to know:

- Contact information for your company's E-Verify memorandum of understanding (MOU) signatory (name, phone number, fax number and e-mail address)
- Company name
- Doing business as' name (optional)
- Data Universal Numbering System (DUNS) number (optional)
- The physical address of the location from which your company will access E-Verify (including county)
- Company mailing address (if different from the physical address)
- Employer identification number (also called a Federal Tax ID Number)
- Total number of employees for all of your company's hiring sites that will participate in E-Verify (you'll choose from a range of numbers)
- Parent organization (optional)
- Administrator name (E-Verify corporate account) (optional)
- The first three digits of your company's primary North American Industry Classification System (NAICS) code (if you don't know it, we'll help you find it when you enroll)
- The number of hiring sites that will participate in E-Verify in each state

For all registered users, you must be ready to provide:

- Name
- Phone Number
- Fax Number (optional)
- Email address

 Each screen provides additional information simply by clicking any help text symbol. 

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2.2 Enrollment Process

When you enroll your company, you need to share some basic information and agree to follow the rules of E-Verify. You will enroll your company just once and, after you do, you can register yourself and others to use E-Verify. See the Enrollment Process – Overview below along with the explanation of each step in the process.

ENROLLMENT PROCESS OVERVIEW

1. Visit Enrollment Website and Accept Terms.
2. Determine Your Access Method.
3. Review and Confirm Access Method.
4. Select Your Organization Designation.
5. Review and Agree to the Memorandum of Understanding (MOU).
6. Enter MOU Signatory Information.
7. Enter Company Information.
8. Enter or Select North American Industry Classification System (NAICS) Code.
9. Provide Hiring Site Information.

- 10. Register E-Verify Program Administrators.
- 11. Review and Certify Information.
- 12. Print Signed Memorandum of Understanding (MOU).

1. VISIT ENROLLMENT WEBSITE AND ACCEPT TERMS.

You can enroll in E-Verify through the enrollment website. You must read and agree to the terms explained before you may continue. Then review the enrollment checklist and be sure you have all of the required information before you click "Begin E-Verify Enrollment."

2. DETERMINE YOUR ACCESS METHOD.

An access method provides companies with different functions within E-Verify. The four access methods are employer, E-Verify employer agent, corporate administrator, and Web services.

E-Verify will guide you through four questions to help determine which access method is right for your company. Read the questions carefully because errors can delay us from approving your company's enrollment. Each access method includes an explanation and a question for you to answer. You'll need to answer all four questions in order to continue.

Enrollment Quick Reference Overview

My Company	Access Method	Enrollment Answers
Needs to verify the employment eligibility of our employees.	Employer	Question 1 = Yes Question 2 = No Question 3 = No Question 4 = No
Needs to verify the employment eligibility of our employees. and Has a central office that needs to oversee E-Verify use at more than one location.	Corporate Administrator	Question 1 = Yes Question 2 = No Question 3 = Yes Question 4 = No
Needs to verify the employment eligibility of our employees. and/or Needs to verify employment eligibility on behalf of our client companies.	E-Verify Employer Agent	Question 1 = Yes or No Question 2 = Yes Question 3 = No Question 4 = No
Needs to verify the employment eligibility of our employees. and Plans to develop our own software to access E-Verify.	Web Services for Employers	Question 1 = Yes Question 2 = No Question 3 = No Question 4 = Yes
Needs to verify the employment eligibility of our employees. and/or Needs to verify employment eligibility on behalf of our client companies. and Plans to develop our own software to access E-Verify	Web Services for E-Verify Employer Agents	Question 1 = Yes or No Question 2 = Yes Question 3 = No Question 4 = Yes

3. REVIEW AND CONFIRM YOUR ACCESS METHOD.

E-Verify gives you an opportunity to review your enrollment answers and to confirm that the access method selected fits your company's needs. If everything looks correct, click Next.

E-Verify Employment Eligibility Verification

E-Verify Enrollment: Let's Review

Before we move on to the next step in the enrollment process, let's review your selections.

	Question	Your Answer
1.	Does your company need to verify its employees?	Yes
2.	Does your company have clients and need to verify their employees?	No
3.	Does your company have a central office that needs to manage E-Verify use for multiple locations that access E-Verify?	No
4.	Does your company plan to develop its own software to use E-Verify?	No

Based on your answers to the above questions, you've told us:

- Your company plans to verify the employment eligibility of its employees; and
- Your company plans to use the E-Verify Web site to do the verifications.

We call this type of access the **Employer Access Method**.

If this sounds like what you need – great! Just click on the 'Next' button to continue. If you'd like to go back and change your selections, click on the 'Back' button to return to the previous page.

4. SELECT YOUR ORGANIZATION DESIGNATION.

Certain types of organizations have unique E-Verify requirements so it's important for us to know if your company is a federal contractor with or without the Federal Acquisition Regulation (FAR) E-Verify clause or a federal, state or local government organization. If you select one of those categories, you may be asked additional questions related to that category. If none of those categories applies to your company, you should select 'None of these categories apply.'

For additional information on the FAR E-Verify clause, see the [E-Verify Supplemental Guide for Federal Contractors](#) found at [www. E-Verify.gov](http://www.E-Verify.gov).

You may change your organization designation at any time by updating your company profile in E-Verify.

E-Verify Employment Eligibility Verification

E-Verify Enrollment: Organization Designation

Lots of organizations, from large federal agencies to small local businesses, use E-Verify. Choosing the right category for your organization ensures that we provide you with the right information you need to use E-Verify.

Identify whether your organization is part of the federal government, state government, local government, or a federal contractor with or without the FAR E-Verify clause. If your organization does not fall within any of these categories, select 'None of these categories apply'.

You can change your organization designation at any time by updating your company profile in E-Verify.

Which category best describes your organization?

We're here to help! If you are unsure which category to select, click on the help icon above or contact E-Verify Customer Support at 888-464-4218 or E-Verify@dhs.gov.

5. REVIEW AND AGREE TO THE MOU.

Review your company's obligations as explained in the MOU and indicate whether that you agree with the terms. You will be given the opportunity to download a copy of your electronically signed MOU at the end of the enrollment process.

E-Verify Employment Eligibility Verification

**THE E-VERIFY PROGRAM FOR EMPLOYMENT VERIFICATION
MEMORANDUM OF UNDERSTANDING**

ARTICLE I

PURPOSE AND AUTHORITY

This Memorandum of Understanding (MOU) sets forth the points of agreement between the Department of Homeland Security (DHS) and _____(Employer) regarding the Employer's participation in the Employment Eligibility Verification Program (E-Verify). This MOU explains certain features of the E-Verify program and enumerates specific responsibilities of DHS, the Social Security Administration (SSA), and the Employer. E-Verify is a program that electronically confirms an employee's eligibility to work in the United States after completion of the Employment Eligibility Verification Form (Form I-9). For covered government contractors, E-Verify is used to verify the employment eligibility of all newly hired employees and all existing employees assigned to Federal contracts or to verify the entire workforce if the contractor so chooses.

[Printer Friendly Version](#)

I agree that I have read and agree with the terms and conditions of the MOU, and am authorized by my company to act on its behalf with respect to the E-Verify program. I understand that I must complete the electronic registration in order for the MOU to take effect.

IMPORTANT: The MOU sets forth my company's responsibilities under the E-Verify program. Failure to comply with the MOU may lead to legal liability for my company under federal and state law, including the payment of back pay, civil monetary penalties, and other damages under Title VII of the Civil Rights Act of 1964 and the anti-discrimination provision of the Immigration and Nationality Act. You should print the MOU, and share it with your Human Resources Manager, legal counsel, and other appropriate staff.

I do not agree to the terms and conditions of the MOU

6. ENTER MOU SIGNATORY INFORMATION.

Enter the contact information of the person who electronically signed the MOU on the preceding page. You're also given the opportunity to designate this person as an E-Verify program administrator.

E-Verify Employment Eligibility Verification

MOU Signatory

Please enter point of contact information for the person who has signature authority and whose name will appear on the Memorandum of Understanding. This person may also become an E-Verify User by selecting "yes" to the question below.

Last Name:

First Name:

M.I.:

Phone Number: ext.

Fax Number:

E-mail Address:

Confirm E-mail Address:

Does this person need Program Administrator access to E-Verify? Yes No

7. ENTER COMPANY INFORMATION.

Enter your company details, including your company's name, parent organization, physical verification location, mailing address, employer identification number and total number of employees. If you are enrolling your company in E-Verify employer access and you would like to link this account to an existing corporate administrator account, you may do so.

8. ENTER OR SELECT NORTH AMERICAN INDUSTRY CLASSIFICATION SYSTEM (NAICS) CODE.

Enter the first three digits of your company's NAICS code if you know it. If you do not know your company's NAICS code, you can leave the NAICS code field blank and click "Generate NAICS code."

9. PROVIDE HIRING SITE INFORMATION.

Enter the number of hiring sites that will participate in E-Verify for each state. Do not include sites that will not participate in E-Verify. Remember, while you are free to choose E-Verify participation on a site-by-site basis, your company must use E-Verify for all newly hired employees at each participating site.

10. REGISTER E-VERIFY PROGRAM ADMINISTRATORS.

During enrollment, you can register as many program administrators as you would like, however, you must register at least one. If you indicated earlier that your MOU signatory should also be a program administrator, that person is listed though you can choose to add more. After enrollment, your program administrator(s) can register general users and additional program administrators.

E-Verify Users

Last Name:

First Name:

M.I.:

Phone Number: - ext.

Fax Number: -

E-mail Address:

Confirm E-mail Address:

Last Name:

First Name:

M.I.:

Phone Number: - ext.

Fax Number: -

E-mail Address:

Confirm E-mail Address:

Last Name:

First Name:

M.I.:

Phone Number: - ext.

Fax Number: -

E-mail Address:

Confirm E-mail Address:

11. REVIEW AND CERTIFY INFORMATION.

Please review the information you've provided because errors can cause delays in approving your enrollment. If you need to change any information, you can do so before you certify and submit your enrollment.

You must certify that the information you've provided is correct and check the box indicating your agreement before clicking Register Employer.

Company Information			
Company Name:	Sample Company		View / Edit
Doing Business As (DBA) Name:			
DUNS Number:			
Physical Location:		Mailing Address:	
Address 1:	1 Main Street	Address 1:	
Address 2:		Address 2:	
City:	Anytown	City:	
State:	DC	State:	
Zip Code:	00000	Zip Code:	
County:	DISTRICT OF COLUMBIA		
Additional Information:			
Employer Identification Number:	000000000		
Total Number of Employees:	1 to 4		
Parent Organization:			
Administrator:			
How did you hear about E-Verify?			
Other Marketing Channel:			
Organization Designation:			
Employer Category:	None of these categories apply		
NAICS Code:	721 - ACCOMMODATION	View / Edit	
Hiring Sites:		View / Edit	
DIST OF COL	1		
E-Verify Users:		View / Edit	
Last Name	First Name	M.I.	Phone
Sample	Sample		(888) 464 - 4214
		E-mail	
		e-verify@dhs.gov	
		MOU Signatory	
<p>I certify that the information provided for this registration is correct. I am aware that Federal law provides for imprisonment and/or fines for knowing false statements or other fraudulent conduct in connection with this registration. I am aware that providing any false information may be grounds for terminating participation in E-Verify.</p> <p><input type="checkbox"/> I agree</p>			
Register Employer			

12. PRINT SIGNED MEMORANDUM OF UNDERSTANDING (MOU).

The enrollment confirmation page confirms that we have received your enrollment information. Before you go, be sure to print a copy of the Memorandum of Understanding (MOU) you electronically signed. We recommend you share it with your human resources manager, legal counsel and other appropriate staff.

Last Reviewed/Updated: 09/24/2020

3.0 After Enrollment

After you complete steps 1 through 12 of the enrollment process, E-Verify compares your company information with our list of companies already enrolled. E-Verify will approve your company's enrollment and send confirmation e-mails to your company's program administrator(s). Most people receive a confirmation e-mail within a few minutes. You should check your e-mail inbox as well as your spam or junk mail folders because e-mails may be mistakenly marked as spam. However, if your account is found to be a duplicate, the process may be delayed.

If we find your company is already enrolled, or if we need additional information to approve your company's enrollment, the E-Verify Contact Center will contact the person who signed the memorandum of understanding (MOU) generally within two business days of your enrollment submission. After two business days, if you haven't heard from us, contact the E-Verify Contact Center at 888-464-4218. Please do not try to re-enroll your company as it will further delay your enrollment.

Employers are required to clearly display the Notice of E-Verify Participation and Right to Work posters in English and Spanish, both of which appear below. Employers may also display the posters in other languages provided by DHS.

Display the posters in a prominent place that is clearly visible to prospective employees and all employees who will have their employment eligibility verified with E-Verify. In order for employees, applicants and the public to have the most recent and complete information

regarding E-Verify, employers should replace their participation posters when updates are provided by DHS. In addition, E-Verify recommends providing a copy of these posters with job application materials, either online or in hard copy.

E-Verify conducts account compliance activities to ensure proper use of E-Verify. It is important that you comply with all of the requirements you agreed to when you enrolled in E-Verify.

Last Reviewed/Updated: 07/19/2018

3.1 Enrollment Confirmation

After your company is approved for enrollment, each program administrator will receive a confirmation e-mail that contains his or her user ID, temporary password and the required next steps.

Your program administrator must:

- Log in to E-Verify with his or her user ID and temporary password (included in the E-Verify enrollment confirmation e-mail).
- Change his or her password and create security questions.
- Complete the E-Verify tutorial and pass the knowledge test.

Once a program administrator has completed these three steps, he or she will have full program administrator access to E-Verify.

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3.2 Add New User

Only program administrators can register new E-Verify users. To add an additional user, the program administrator must provide the user's name, phone number, fax number (optional) and e-mail address. For additional information on user registration, review the [E-Verify User Manual](#) located at www.E-Verify.gov.

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4.0 E-Verify Resources And Contact Information

E-VERIFY RESOURCES	URL
<p>E-Verify Public Website</p> <ul style="list-style-type: none"> • General information about E-Verify • Program information and statistics • Frequently asked questions • E-Verify user manuals • E-Verify quick reference guides • Information about employee rights and employer obligations 	<p>www.e-verify.gov</p>
<p>E-Verify Enrollment Application</p> <ul style="list-style-type: none"> • Website for initial employer enrollment 	<p>https://e-verify.uscis.gov/enroll</p>
<p>E-Verify Access for Employers and Corporate Administrators</p> <ul style="list-style-type: none"> • User access to E-Verify 	<p>https://e-verify.uscis.gov/emp</p>
<p>E-Verify Access for E-Verify Employer Agents</p> <ul style="list-style-type: none"> • User access to E-Verify 	<p>https://e-verify.uscis.gov/esp</p>

E-VERIFY CONTACT INFORMATION

The E-Verify Contact Center is available to assist you with using E-Verify, password resets, cases and technical support. We can also answer your questions about E-Verify policies and procedures, Form I-9 and employment eligibility. We are available Monday through Friday, from 8:00 a.m. to 8:00 p.m. Eastern time, except when the federal government is closed. For users with hearing and speech impairment, TTY phone is available from 8:00 a.m. to 8:00 p.m. Eastern time.

For E-Verify Employer Agents

Phone: 888-464-4218

Phone (TTY - For hearing and speech impaired users): 877-875-6028

Email: E-VerifyEmployerAgent@uscis.dhs.gov

For Clients

Phone: 888-464-4218

Phone (TTY - For hearing and speech impaired users): 877-875-6028

Email: E-Verify@uscis.dhs.gov

For Employees

Phone: 888-897-7781

TTY: 877-875-6028

Email: E-Verify@uscis.dhs.gov

U.S. Department of Justice, Civil Rights Division, Immigrant and Employee Rights Section (IER)

IER is available to answer your questions about immigration-related employment discrimination, including discrimination based on citizenship status, immigration status or national origin in the Form I-9 and E-Verify processes.

For Employers

Phone: 800-255-8155

TTY: 800-237-2515

Email: ier@usdoj.gov

Website: <http://www.justice.gov/ier>

For Employees

Phone: 800-255-7688

TTY: 800-237-2515

Email: ier@usdoj.gov

Website: <http://www.justice.gov/ier>

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Appendix A: Corporate Administrator Access

For companies that have multiple E-Verify employer accounts, E-Verify offers an account type called corporate administrator that enables companies to link together their employer accounts for reporting and oversight. This account type has no relation to how your company is organized (i.e., whether or not it is actually a chartered corporation).

Most companies do not need corporate administrator access regardless of whether they are corporations. Corporate administrator access requires more time and effort to set up than the usual employer access setup—so don't enroll in corporate administrator access unless you are sure you need it. All corporate administrators must attend a training session offered over the Web instead of the self-paced online tutorial that is required of users registered to an employer account.

Unsure whether you need a corporate administrator account? Answer the following questions to determine if corporate administrator access is right for your company:

- Does your company have more than one location from which your E-Verify users will create and manage E-Verify cases?
- Does your company need each location to have its own employer account to keep its E-Verify users and cases separate from other locations?

Only if you answered yes to both questions should you enroll your company in corporate administrator access. You do not need corporate administrator access if you have multiple sites, but create and manage E-Verify cases from a single location. If you need help determining whether your company requires corporate administrator access, contact E-Verify Contact Center at 888-464-4218.

Example: John owns five copy centers in Kansas. Each copy center operates with a manager, and there is no central office. At each copy center, the manager completes a Form I-9 for every new employee and files it on site. John plans to have the copy center managers create the E-Verify cases for their own employees. In this example, each copy center is a verification location and a hiring site. In using E-Verify, John has two options.

Option 1 – Employer Access:

John's first option is to enroll in E-Verify employer access and set up a single company account that will serve all of his copy centers. Although John has five verification locations, E-Verify permits users to enter only one verification location per company account. If John prefers a single company account, he must choose one copy center as his verification location in E-Verify, but can still create E-Verify cases at his other locations. During enrollment, John should indicate his company has five hiring sites. While this option offers John a simple setup and the need to sign just one memorandum of understanding (MOU), he will not be able to monitor usage on a location-by-location basis.

Option 2 – Corporate Administrator Access:

John's second option is to enroll each copy center in E-Verify employer access and link them together with a corporate administrator account. A corporate administrator account will allow John to manage the accounts of each of his copy centers, but will not allow him to create E-Verify cases. John's corporate administrator account does not require an MOU; however, he must electronically sign an MOU for each copy center enrolled in E-Verify employer access.

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