

# Workday I-9 & E-Verify Frequently Asked Questions



**Stop!**

Before making any modifications in your live production tenant always:

- Thoroughly test and validate any changes in a lower environment.
- Update your training guides and execute change management plans.

## Use case

The purpose of this document is to provide answers to frequently asked questions regarding Workday’s I-9 and E-Verify functionality used in the US. In Workday, you can allow employees before, on, or shortly after their first day of employment to complete Section 1 of Form I-9 electronically. Section 2 and/or 3 route(s) to appropriate employer resources, as well. Your company can utilize Workday and E-Verify to confirm employment eligibility. E-Verify is a free Internet-based system that compares information from an employee’s Form I-9, Employment Eligibility Verification, to data from the US Department of Homeland Security and Social Security Administration records to confirm employment eligibility.

## Prerequisites, dependencies, and other considerations

<b>Prerequisites:</b>	<ul style="list-style-type: none"> <li>• Employees in the US</li> <li>• Workday Hire and Onboarding business process configuration in progress or already implemented, and you want to capture Form I-9 now electronically and/or utilize E-Verify</li> </ul>
<b>Dependencies:</b>	<ul style="list-style-type: none"> <li>• Workday HCM</li> </ul>
<b>Other considerations:</b>	<ul style="list-style-type: none"> <li>• You can use the electronic Form I-9 in Workday without utilizing E-Verify, if desired</li> <li>• Your company will need to set up a web-services account with E-Verify to utilize it</li> <li>• You need to decide which security group at your company will fill out Section 2 (i.e. Manager, HR Partner, Global Mobility Partner, etc.)</li> </ul>

## Outcomes

This document should help you to consider and plan for deploying Workday electronic Form I-9 and/or E-Verify for your employees in the US. This should in turn lead to more efficient onboarding for your employees and is a centralized electronic location to store all I-9 information for your employees.

# Workday I-9 & E-Verify Frequently Asked Questions

**Note: This is meant to be a supplemental guide to Workday’s Electronic Form I-9 FAQ found [here](#). Please refer there first, and then to this FAQ.**

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## What is an I-9?

- A government form used to verify the identity and employment authorization. The Form I-9 requirements come from the Immigration Reform and Control Act of 1986 (IRCA). This law prohibits employers from hiring and employing an individual in the US knowing they are not authorized to work. It also prohibits employers from hiring anyone, including US citizens, without verifying their identity and employment authorization on an I-9 form. <https://www.uscis.gov/i-9-central>

## What is E-Verify?

E-Verify is an Internet-based system that compares information from an employee's Form I-9, Employment Eligibility Verification, to data from the US Department of Homeland Security and Social Security Administration records to confirm employment eligibility. <https://www.uscis.gov/e-verify>  
E-Verify is fast, free and easy to use. Employers can learn more about E-Verify at [www.E-Verify.gov](http://www.E-Verify.gov)

## What are the tenant level settings for I-9?

- Search "Maintain Form I-9 Settings" and set the default options for Form I-9. Information about each option can be found here: [https://doc.workday.com/reader/gJQvxHUyQOZv\\_31Vknf~3w/phaCPUULiacpL3HEKMi~2w](https://doc.workday.com/reader/gJQvxHUyQOZv_31Vknf~3w/phaCPUULiacpL3HEKMi~2w)

## What implications need to be considered if the "Default HR Employee Data into Section 1 of Form I-9" setting is enabled?

If Default HR Employee Data into Section 1 of Form I-9 is enabled, the data that defaults in is considered "entered" using a preparer. Therefore, the translator/preparer section must be completed. It is recommended that clients consult with their legal or compliance team to confirm desired approach.

## What implications need to be considered if the "Override employee profile Date of Birth and SSN with Form I-9 data" is enabled?

It is important to consider that this will automatically populate date of birth and SSN from an employee's Complete Form I-9 event to their profile. Workday automatically updates employee SSN and date of birth values without notifications or requiring confirmation. It can create a lot of rework and errors because employees don't enter it correctly and end up overwriting the correct information that was already on their worker profile.

## Which Business Processes are involved with E-Verify?

- Amend Form I-9
- Complete Form I-9
- Complete Form I-9 Section 3
- Internal Audit Form I-9
- Manage Form I-9 Assignments

## How should the Complete Form I-9 bp be setup for E-verify?

- Refer to Workday Community for detailed setup info. This link contains the bp setup shown below as well as additional steps like label overrides, validations, advanced routing, and recommended notifications. [https://doc.workday.com/reader/gIQvxHUyQOZv\\_31Vknf~3w/QTZbt\\_sbS\\_SleRuGwFDpTw](https://doc.workday.com/reader/gIQvxHUyQOZv_31Vknf~3w/QTZbt_sbS_SleRuGwFDpTw)

## How should the Amend I-9 business process be configured?

- Refer to Workday Community for detailed setup info. This link contains the bp setup below as well as additional steps like label overrides, Validations, recommended notifications that to be configured on this bp: [https://doc.workday.com/reader/gIQvxHUyQOZv\\_31Vknf~3w/\\_C8KhyF06TWbKEWK89Gwrw](https://doc.workday.com/reader/gIQvxHUyQOZv_31Vknf~3w/_C8KhyF06TWbKEWK89Gwrw)

## What if our company has more than one E-Verify company?

- If the E-Verify company login and passwords are different, it will require separate service integrations for “E-Verify – Initial or Re-Verification” and “E-Verify – Confirm Photo”.
- If there are multiple integrations for a service, they should not fire at the same time. For example, they should be labeled “b, ba, bc” (depending on the number of service integrations).
- If there is more than one E-Verify company, consider using the rule-based business process framework.

## Can our company’s I-9s for current employees be converted into Workday?

- Companies can load the previous I-9s into Workday as External I-9s. The External I-9 includes critical data from the Form I-9s which were created outside of Workday, and stores an attachment of the original Form I-9.
- Record of External Form I-9s always have a U.S. Employment Verification status of External Record. They display in reports such as:
  - Audit Trail
  - Latest Audit Trail Form I-9
  - U.S. Employees with Expiring Form I-9 Documents
  - View U.S. Employment Verification Status
- External I-9s in Workday can have their Section 3 updated in Workday
- External I-9s cannot be amended or have receipts updated. If this is needed, you must rescind the event and upload a new record through the web service.
- Workday is slated to release (safe harbor applies) the ability to correct Record of External Form I-9
- We recommend the client discuss storage of I-9s with their legal department.

## What happens if I change the automatically populated data in Section 1?

When the employee submits the Form I-9, Workday enables the SSN and date of birth from the Form I-9 to replace the SSN and date of birth on their HR record. If you want the date of birth and SSN data from the Complete Form I-9 task to override the employee's profile information, you can select the Override employee profile Date of Birth and SSN with Form I-9 data check box on the Maintain Form I-9 Settings task. Selecting this check box doesn't send notifications or acknowledgments of this change. If you rescind the Complete Form I-9 business process, these processes are also rescinded.

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Alight proprietary. Actual screens may vary. Workday safe harbor applies.

## Is Workday's electronic Form I-9 just like the official Form I-9?

Yes. Workday's electronic Form I-9 includes the Office of Management and Budget (OMB) form number and Section 3. While you can't view the full Form I-9 as you enter data, it is not required that this information be displayed on screen during data entry. You can view the full Form I-9 when generating the PDF.

You can't search for or view inactive forms in Workday.

## How do we test I-9 with E-Verify?

As of fall 2019 with E-Verify web service v30, clients can request an E-Verify staging account if they have a production Web Services E-Verify account. Clients must enroll for a production Web Services account prior to requesting a staging account. Clients can follow the following steps on Community to request the staging environment, and consultants can use these instructions to set up Workday implementation tenants with the E-Verify staging environment: <https://community.workday.com/articles/552353>

Here is the E-Verify Staging Environment Test Data – v30 that must be used to test. The data must match exactly: <https://community.workday.com/articles/558501>

It is recommended that the client closely follows the first few I-9s after go-live, to ensure they complete successfully.

## What happens when the Receipt box is checked on the I-9?

- A finalize task will appear in the inbox of the role that completed Section 2 of the I-9
- The user should close the finalization step and complete the Form I-9 as employment authorized. It's possible to add a comment such as "Authorized with Receipts" for clarification.
- Then once documents are received, Amend form I-9 process would be initiated on the employee by using the *Update Form I-9 Receipts* Task.

## How should remote workers be handled?

- Clients can set up the Section 2 and 3 steps to route to specific role-based security group (HR Partner, Manager). Many clients decide to route the step to that security group and allow them to Reassign it manually since each remote employee could have a different individual handling the verification depending on who is in person with the employee in the first few days of employment. The Reassign is set up on the bp security policy.
- Other clients have set up a special security group on the on supervisory org or location hierarchy such as an HR I-9 Partner. For example, this can be assigned to the highest level of the Remote Location hierarchy in the US and all subordinates (i.e. Remote GA, Remote IN, Remote NY) if client has a different individual responsible for Remote employees' verification in each state.

## We received an error message saying the I-9 is incorrect. What now?

- In Workday when employee fills out Section 1, HR gets Section 2 to verify documents, and then E-Verify kicks off. If, for example, there is a wrong SSN, the below error will come back into their inbox:

- Message: “E-Verify has determined that the following information may be incorrect. Please review and update as necessary. Re-approve to continue processing. If the date of birth or social security number requires correction, the form must be Sent Back to the employee first”
- You can use the Send Back feature to send back to the employee to correct

## **What happens when a PENDING\_REFERRAL status is returned?**

- The employer will receive a “Final U.S. Employment Verification Status” in their Workday inbox. It will include the E-Verify case number along with other details.
- The employer will need to verify that the information was input correctly or reach out to the employee to verify the information.
- The case receives a Tentative Nonconfirmation (TNC). When Workday receives this status, client needs to access the E-Verify website to refer the TNC to DHS, Social Security Administration (SSA), or both, to complete the case. The employer will also need to complete the Workday Finalization step.

## What do the different statuses returned by E-Verify mean?

- Before Web Service v30, E-Verify returned numerical eligibility codes for the Final U.S. Employment Verification Status events. Now, Workday E-Verify no longer returns numerical eligibility codes, and instead returns a text string for eligibility statuses.
- To support E-Verify's new eligibility statuses and improve visibility, Workday replaces the Eligibility Statement Code field with these new fields:
  - Case Status
  - Case Status Display
  - DHS Referral Status
  - SSA Referral Status
- Some statuses are listed on Community here: [https://doc.workday.com/reader/gIQvxHUyQOZv\\_31Vknf~3w/WaYn6k07EO\\_wXsZusEVo7A](https://doc.workday.com/reader/gIQvxHUyQOZv_31Vknf~3w/WaYn6k07EO_wXsZusEVo7A)
- As of October 2020, Workday product released this chart. This may be helpful for your company as well:

Statuses From E-Verify				Workday
E-Verify Case Status	Case Status Display	Details	Actions available	US Employment Verification Status
<b>DRAFT</b>	NULL	The case has been created and not yet submitted.	Edit Case, Submit Case, Close Case	Verification in Process
<b>UNCONFIRMED_DATA</b>	Case Incomplete	The case has data that needs to be confirmed with a confirm details call.	Confirm Details Fields, Confirm Details, Close Case	Verification in Process
<b>PHOTO_MATCH</b>	Case Incomplete	The case requires a photo match.	Retrieve Photo, Photo Match, Close Case	Verification in Process
<b>SCAN_AND_UPLOAD</b>	Case Incomplete	The case requires photos to be uploaded.	Scan and Upload, Close Case	Verification in Process
<b>MANUAL_REVIEW</b>	Case Incomplete	The case is being reviewed by DHS.	No action can be taken at this time. Use Updated Cases to check for updates to case status.	Verification in Process
<b>PENDING_REFERRAL</b>	Tentative Nonconfirmation (DHS) Tentative Nonconfirmation (SSA)	The case has received a TNC, but that TNC has not been referred.	Download Further Action Notice, Refer Case, No Action, Close Case	Verification in Process
<b>REFERRED</b>	Employee Referred (DHS) Employee Referred (SSA)	The case has been referred.	Download Further Action Notice, Download Referral Date Confirmation	Verification in Process
<b>QUEUED</b>	Case Incomplete	The case is being processed by external systems.	No action can be taken at this time. Use Updated Cases to check for updates to case status.	Verification in Process

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<b>EMPLOYMENT_AUTHORIZED</b>	Employment Authorized	The case has received Close Case employment authorized and can now be closed.		Employment Authorized
<b>FINAL_NONCONFIRMATION</b>	Final Nonconfirmation	The case has received Close Case a final non-confirmation and must be closed with the appropriate reason.		Employment Not Authorized
<b>CLOSE_CASE_AND_RESUBMIT</b>	Case Incomplete or Closed	The case has encountered technical errors, or a separate system has determined the case must be resubmitted.	Close Case	Verification Not Determined
<b>CLOSED</b>	Closed	The case has been closed.	None	Depends

## When you use the electronic Form I-9 in Workday, what can't I do?

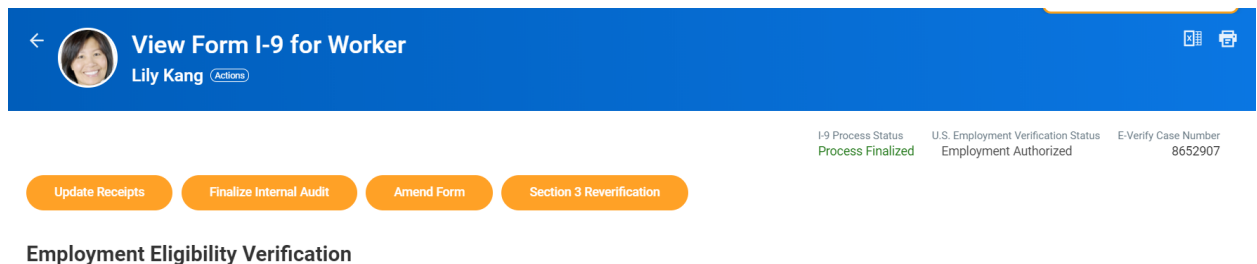
- You cannot add the Complete Form I-9 subprocess to any staffing business process except Onboarding, although you can use the Complete Form I-9 process independently
- You cannot access the Form I-9 once the document retention period is reached. However, you can still view the Complete Form I-9 event on the employee's worker history from Worker History by Category > Personal Data.

## Where can I find the worker's completed form I-9 in Workday?

- View Form I-9 for Worker task

## How can an I-9 be corrected?

- View the I-9, at the top of the completed I-9 there will be some icons (if the person has security) at the top of the page for things like Update Receipts, Finalize Internal Audit, Amend Form, Section 3 Reverification. These settings are managed through the Amend I-9 business process security Policy. See screenshot below.
- Only the employee can update Section 1 of the I-9



## When can an E-Verify case be closed?

If the name returned by E-Verify matches the name of the worker in Workday, that worker is eligible for employment. The E-Verify integration sends a close case request to the E-Verify service. Employment Authorized is the status that E-Verify will send back into Workday

## What is not supported by E-Verify integration?

See this link:

[https://doc.workday.com/#/reader/gIQvxHUyQOZv\\_31Vknf~3w/MzNInc4tvdPq\\_Ic8Z2oC\\_w](https://doc.workday.com/#/reader/gIQvxHUyQOZv_31Vknf~3w/MzNInc4tvdPq_Ic8Z2oC_w)

## How often does the E-Verify password need to be reset? How do we reset the E-Verify Web Service Password?

- Instructions on resetting the E-Verify webservices password can be found on Workday Community: [https://doc.workday.com/reader/wsiU0cnNjCc\\_k7shLNxLEA/5QwECdvmAMpoZFhH88qTTA](https://doc.workday.com/reader/wsiU0cnNjCc_k7shLNxLEA/5QwECdvmAMpoZFhH88qTTA)
- If a password has expired because it was not changed within the 90 days, it cannot be reset through Workday. Instead, it must be changed on the E-Verify Website. Instructions for resetting on the E-Verify website can be found on Workday Community: <https://community.workday.com/contributed/169174>

## What happens to E-Verify if there's a government shutdown?

- Workday will send out information about how E-Verify should be handled during the shutdown. In the past, the E-Verify system has not been available during the shutdown.

## **Can the E-Verify integration be manually launched? If so, how?**

You can launch E-Verify manually for various reasons as seen on Community in the following link. The steps on how to manually launch are included:

[https://doc.workday.com/reader/wsiU0cnNjCc\\_k7shLNxLEA/XvwhZJidYCHI9CBMuTKOLO](https://doc.workday.com/reader/wsiU0cnNjCc_k7shLNxLEA/XvwhZJidYCHI9CBMuTKOLO)

## **Can E-Verify case statuses be automatically synced?**

Yes, there are steps that need to be taken which are found here along with more information:

<https://community.workday.com/node/667851>

## **If client wants to use two systems as source for E-Verify with one MOU account, is it possible?**

Some clients may phase their US deployment into Workday. They may want to keep a certain US population in source HCM system (i.e. hourly employees) but will be going live with a separate US population (i.e. salaried employees) in Workday. If the client has only one MOU with E-Verify, it is not possible to have 2 source systems of HCM data linking to 1 E-Verify MOU account.