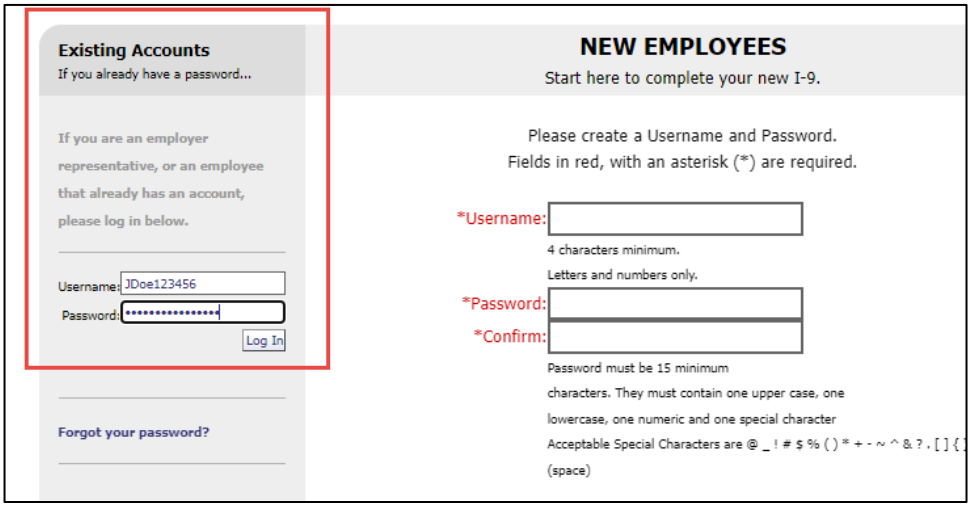
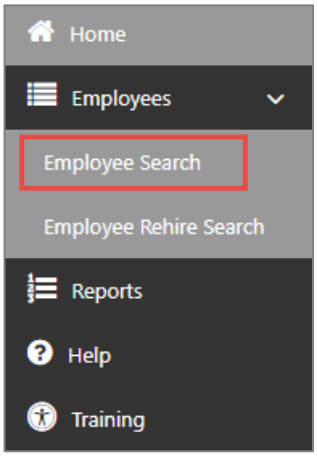
Northwestern | OFFICE OF HUMAN RESOURCES

I-9 Service Center

Completing I-9 Section 2

If you need help with completing the I-9 form, contact askHR at askHR@northwestern.edu or call 847-491-4700.

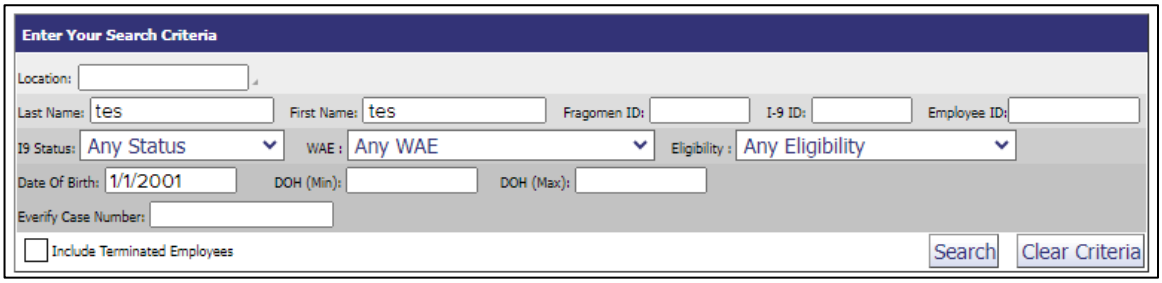
Verify Documents	
1.	Meet in person with the employee. a. An in-person meeting is required; video calls, phone calls, or emailed documents are not allowed. b. Human Resources recommends that international students and scholars come to the askHR Service Center to complete their I-9 Section 2 document verification. Foreign nationals have more complex paperwork, and askHR has the expertise to handle these cases. c. Information about remote options for employees who are unable to come to campus is available here: https://hr.northwestern.edu/essentials/hr-systems/e-verify/completing-your-i9.html
2.	Section 2 of the I-9 must be completed within 4 days of when the person starts working. If the job lasts less than 3 days, it must be completed by the first day of work.
3.	Examine the document(s) the employee presents. a. Here is the list of acceptable documents: https://hr.northwestern.edu/documents/i9documents.pdf b. The employee needs to present one document from List A or a combination of one document from List B plus one document from List C. c. All documents must be original versions. **Photos, scans, or photocopies are not accepted.** d. If the employee presents a List B identity document, it must have a photograph. If the employee has religious objections to providing a List B document that has a photograph, contact askHR@northwestern.edu. e. If the document appears to be genuine and relates to the employee presenting it, you must accept the document as long as it fits the List A or B and C requirements. You may not request the employee to provide more documents than are necessary to establish identity and work authorization or to request specific documents.
4.	Receipts for lost or stolen documents: a. If the employee lost a document or it was stolen, the employee may present a receipt showing that they applied for a replacement document. b. The initial I-9 may be completed with the receipt and the employee has 90 days from the start of their job to present the replacement document or another acceptable document. c. Receipts cannot be used if the job will last less than three days.
5.	For additional information about the I-9 form, you can review the USCIS instructions here: https://www.uscis.gov/sites/default/files/document/forms/i-9instr.pdf

Find Employee Record in the I-9 Service Center	
1.	Go to the log in page for the I-9 Service Center: https://northwestern.i9servicecenter.com/
2.	Log in on the left, in the area under Existing Accounts. Do not log in using the New Employees area. 
3.	Log in using the credentials you received from the I-9 Service Center after you completed your I-9 training and your security request form was submitted and processed. a. The username and password are specific to this website. The password is not your NetID password. b. If you need your password reset, email askHR@northwestern.edu.
4.	After logging in, click on the **Employees** menu on the left and click on **Employee Search** submenu**.** 

5. Search for the employee by name and birthdate

a. Type in the first 3 letters of the **Last Name**, the first 3 letters of the **First Name**, and the **Date of Birth**, then click **Search**.

b. Some I-9s are not connected to myHR employee ID numbers, so searching by Employee ID often doesn't work.



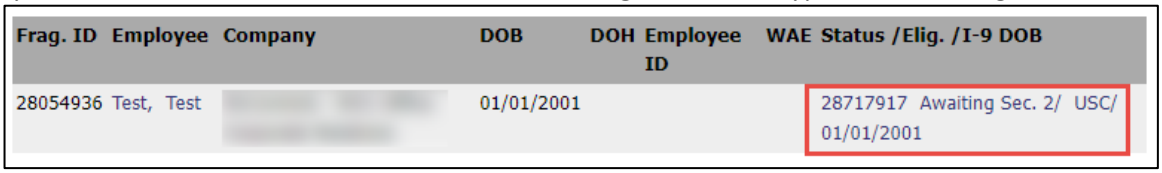
6. Review the results.

a. You would typically expect to see a row with **Awaiting Sec. 2** status. This means that the employee completed Section 1 and the I-9 is ready for the Section 2 document verification step.

b. If you see a row with **Complete** status and it does not have "term" in red next to the name, then the person already has a current active I-9 in the system and you do not need to complete a new I-9.

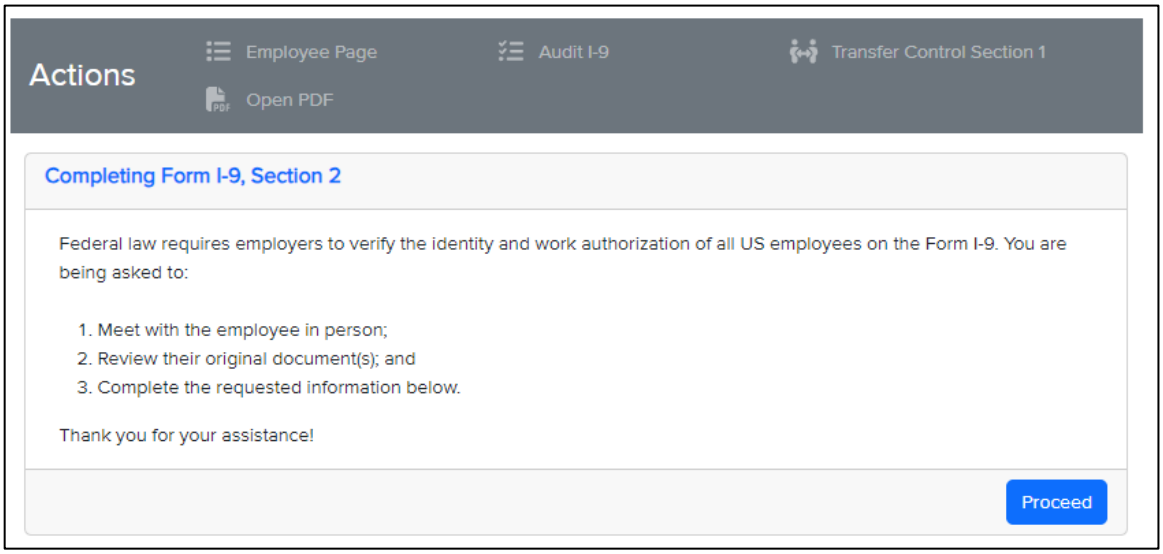
c. If you see the **Awaiting Sec. 2** row for the employee, but the employee name is in grey and is not a blue clickable hyperlink, then the person chose a department for which you don't have security access. If the department is incorrect, email askHR@northwestern.edu with the name and Fragomen ID of the record and they can update the department.

7. Once you identified the correct row, click on the **Awaiting Sec. 2** blue hyperlink on the right.



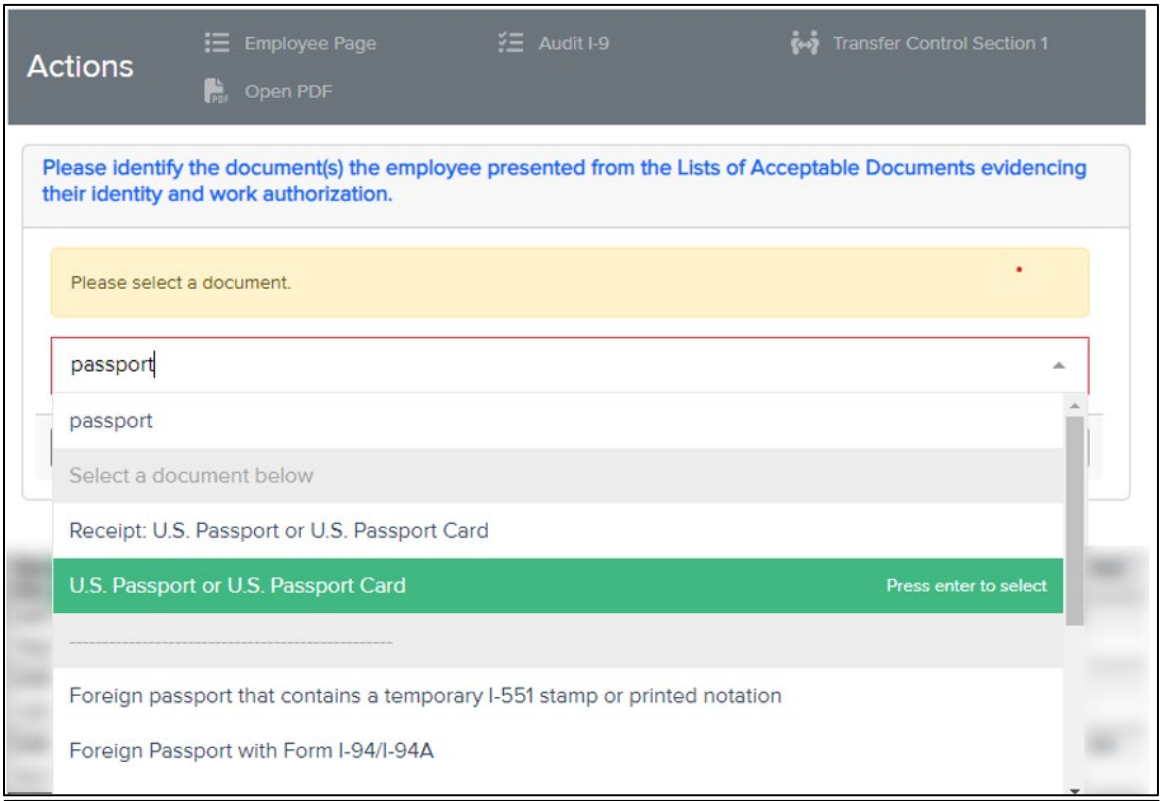
Complete Section 2

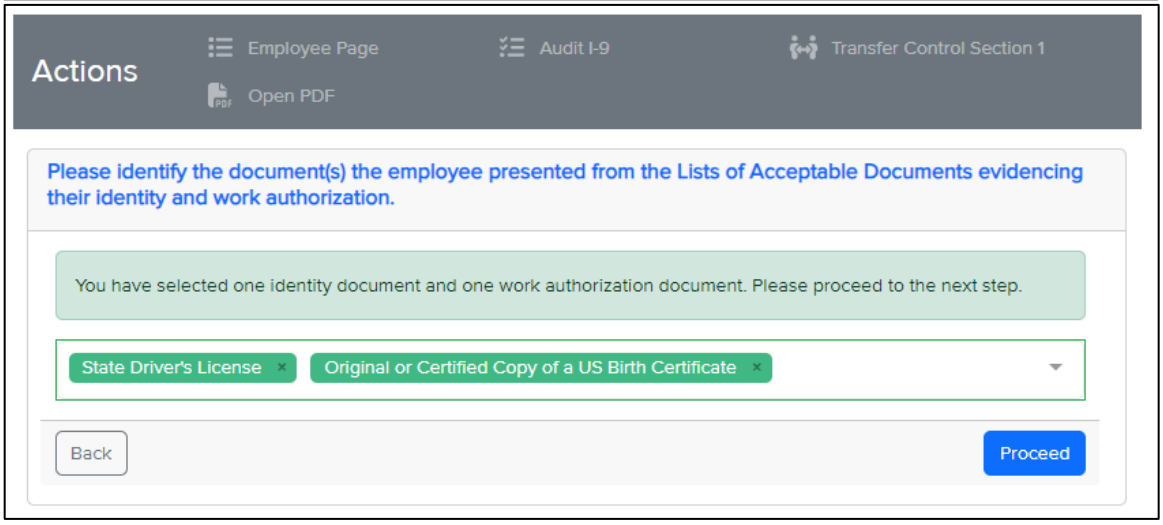
1. After opening the I-9 to start Section 2, a welcome page appears with basic instructions. Click **Proceed**.



2. Search for the document title for the document(s) that the employee is presenting.

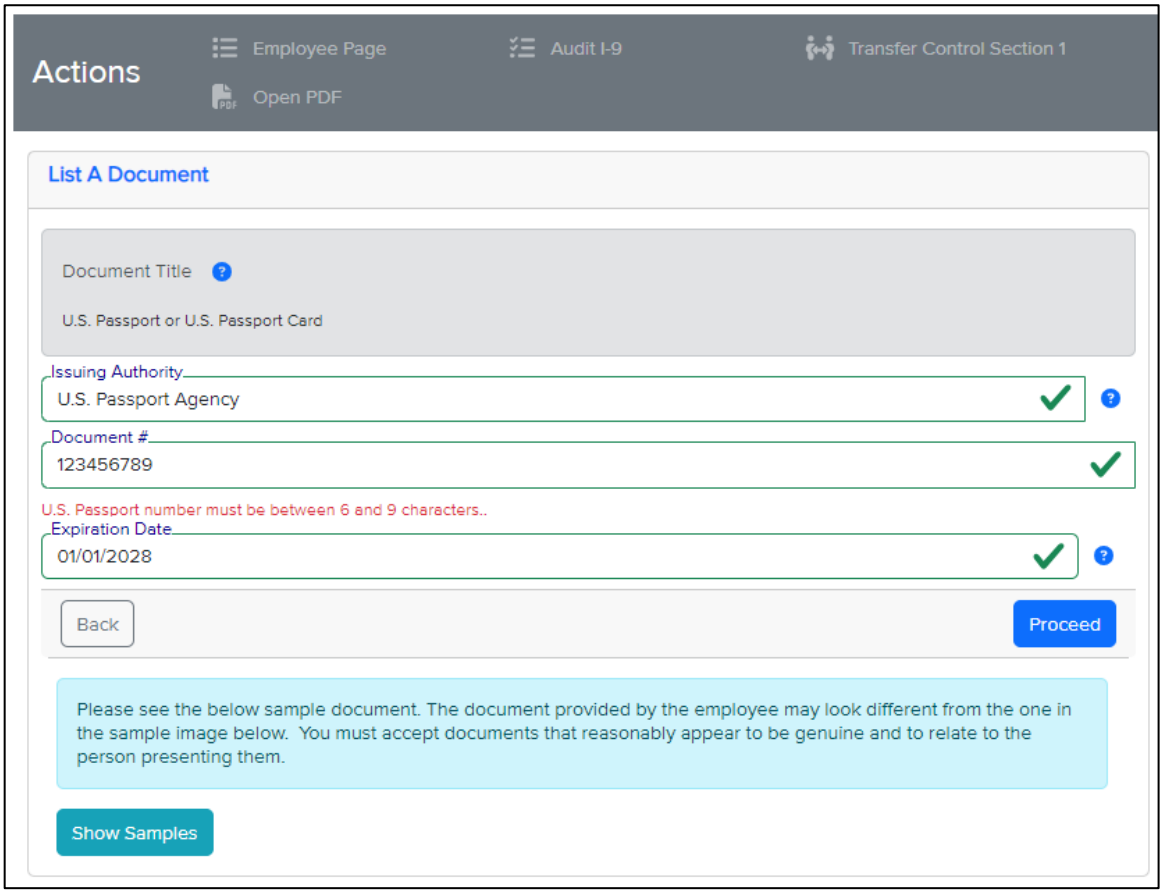
a. You can choose from the pull-down menu or you can start typing to search.
b. If you choose a List B document, the system will ask you to also choose a List C document.
c. After you selected the appropriate document title(s), click the blue **Proceed** button.
d. Remember: the "Receipt" items are only in the case when an employee had a document which was stolen or lost and the employee applied for a replacement. It cannot be used when a person applied for an extension for an expired document or for foreign nationals applying for a change or extension of status.
e. If the document doesn't match the citizenship status the employee selected in Section 1, you will get an error message. If the employee made a mistake in Section 1, they will need to correct it before you can proceed. See the **Request Changes to Section 1 from Employee** instructions at the end of this job aid.





3. On the next page(s), fill out the document details.

a. For example, for US Passport, enter the Passport Number and Expiration Date.
b. For State Driver's License, enter the Issuing Authority (state), driver's license number, and expiration date.
c. Once you filled out the required information, click **Proceed**.



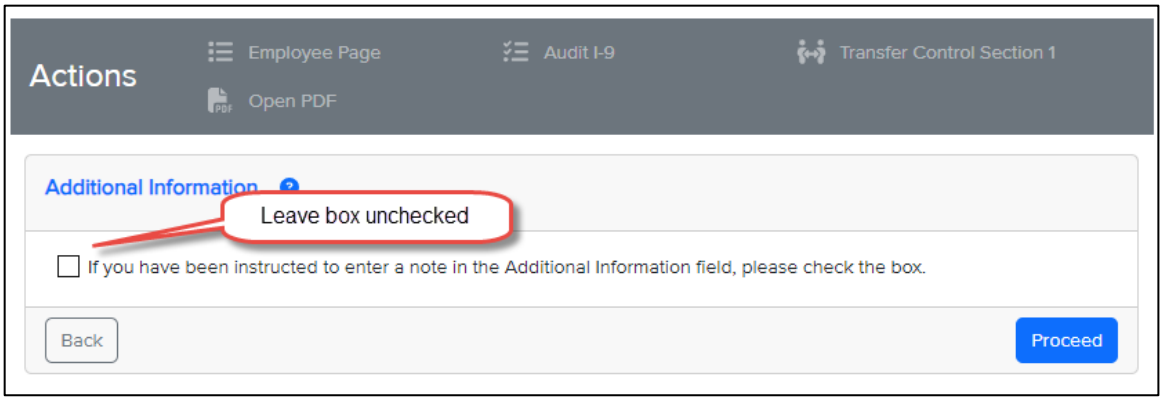
Tips:

a. For driver's licenses and state IDs, look for a license number of customer number. Do not use the DD number.
b. For birth certificates, you can put the document number as N/A if there is no obvious document number available.
c. Permanent Resident Cards (green cards) have the document number on the back. The document number has 3 letters and 10 number and starts in the middle of the first row of letters/numbers in the back. For example, in the example below, the document number would be LIN0000000310.

4. Tip: On all of the pages, there are **blue circles with question marks** that provide additional information. On the document information pages, there is a **Show Samples** button that also provides examples of documents.

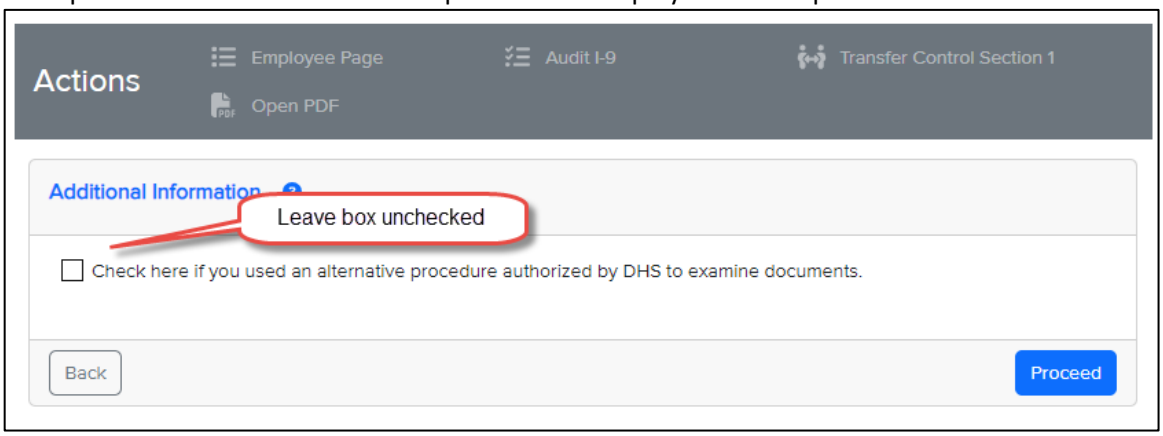
5. On the **Additional Info** page, leave the checkbox **unchecked** and click **Proceed**.

a. Additional information is used for certain automatic extensions for foreign national work authorizations. These are automatically entered by the system when needed. Do not enter information into the Additional Information field.

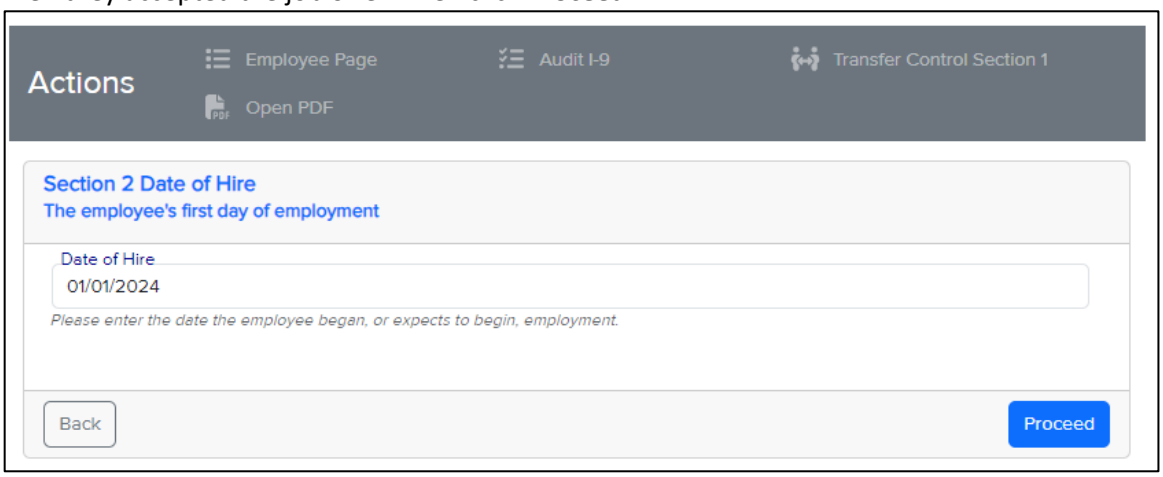


6. There is a second **Additional Information** page. Again, leave the checkbox **unchecked** and click **Proceed**.

a. Only the central HR office askHR team is authorized to use the alternative procedure. All departmental users must meet in person with employees to complete the Section 2 verification.

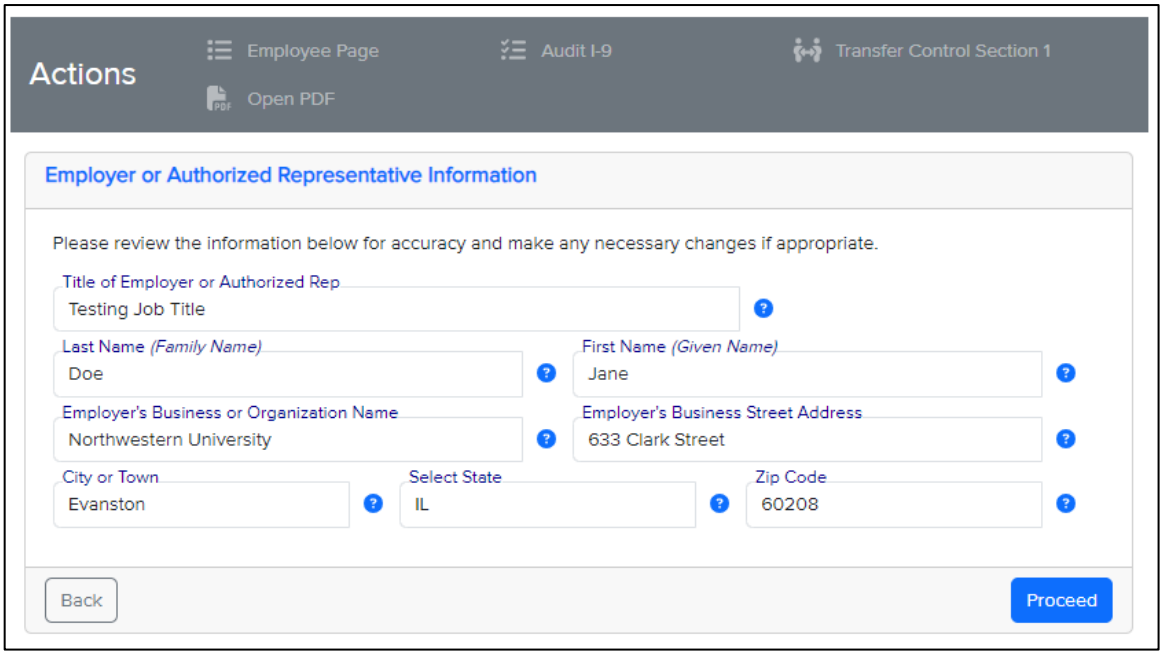


7. Enter the **employees' first date of employment**. This is the date when they start(ed) performing work, not when they accepted the job offer. Then click **Proceed**.

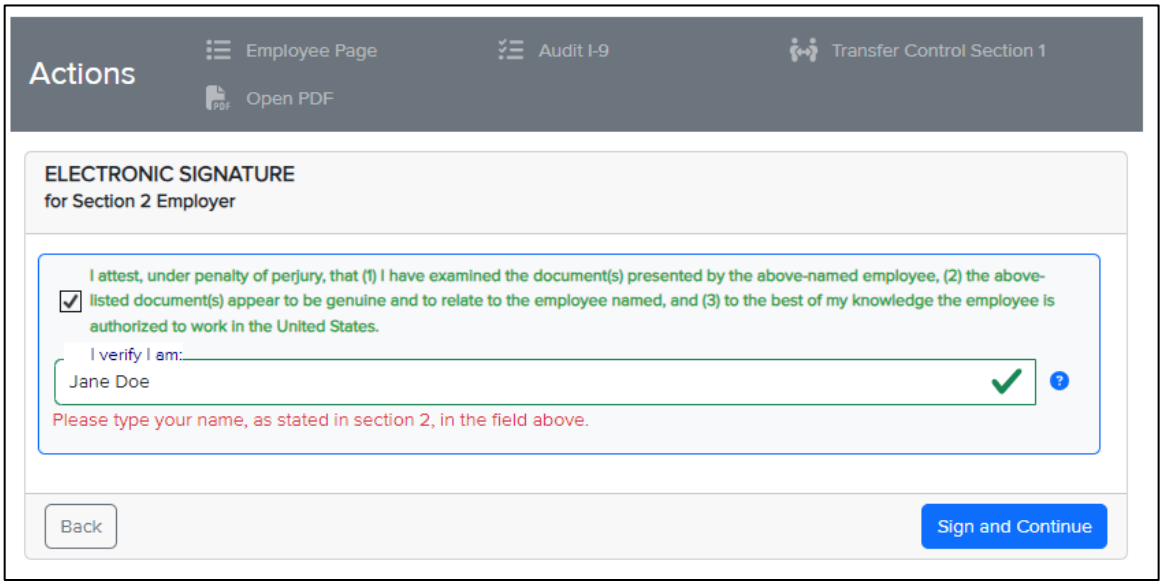


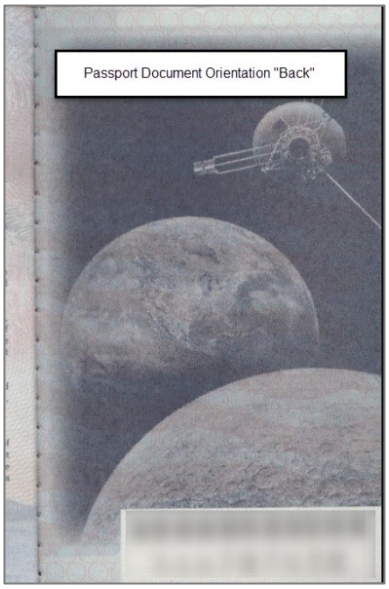
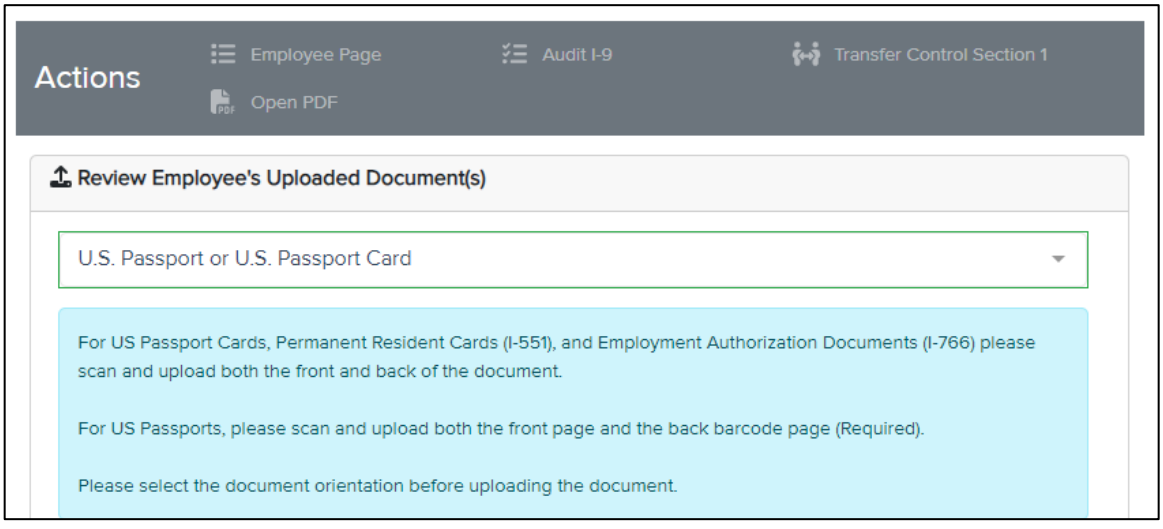
8. On the **Employer or Authorized Representative Information** page, enter your name and title.

a. This is the person completing Section 2, not the new employee who is being hired.
b. The Employer's Business or Organization Name should be **Northwestern University**.
c. The Employers' Address should be **633 Clark St., Evanston, IL, 60028**. Use this address regardless of the employee's work location.
d. Click **Proceed**.



9. On the **Electronic Signature** page, read the attestation. If you agree with it, check the checkbox and type in your First Name and Last Name. Click **Sign and Continue**.

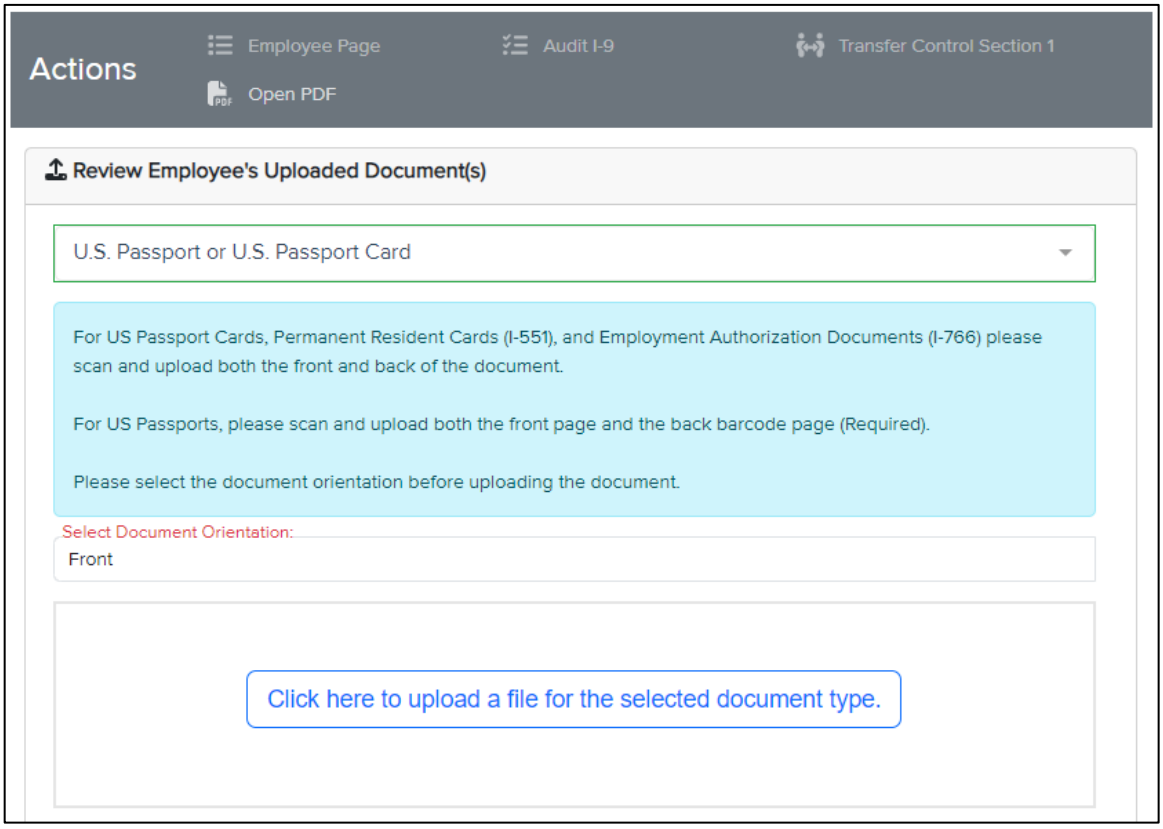


Upload Documents and Complete Photo Match	
1.	Did the person use one of the following documents? a. US Passport b. US Passport Card c. Permanent Resident Card d. EAD card If **Yes**, follow the **steps in this section to upload scans of the document**. If **No**, click **Confirm and Proceed**. You do not need to upload the documents if the person used other documents.
2.	If the document you used in the verification was a US Passport, a US Passport Card, a Permanent Resident Card, or an EAD card, you will need to upload pictures of the document. a. For cards, you will need to upload a scan of the front and the back of the card. b. For the **US Passport**, you will need to upload a scan of the biographical (photo) page, **and a scan of the bar code page (inside back cover).** See examples below. c. The scans need to be in PDF, JPG, or PNG file format and the file size must be under 4 MB. 
3.	On the **Review Employee's Uploaded Document(s)** page, search for the document title. 

4. Next, **Select Document Orientation**. If a single file has the scans of both the front and back (or both the biographical page and the bar code page), then select Both. Otherwise, select Front or Back.

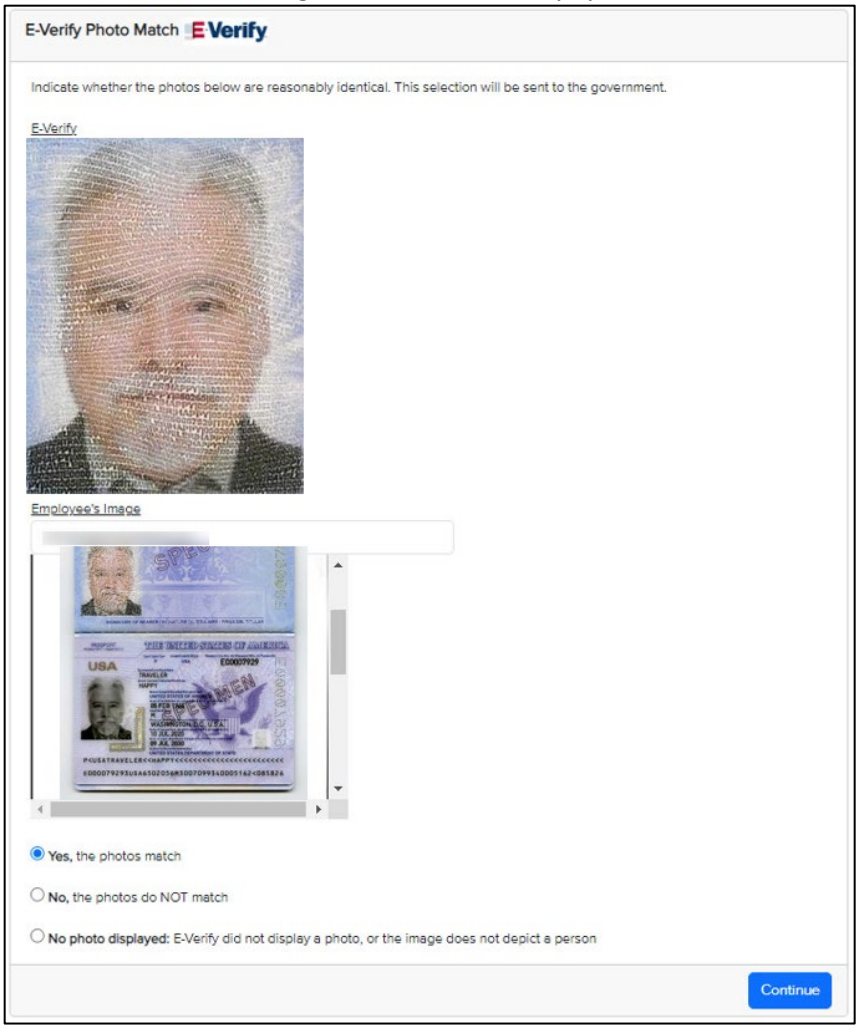
5. Upload the files one at a time.

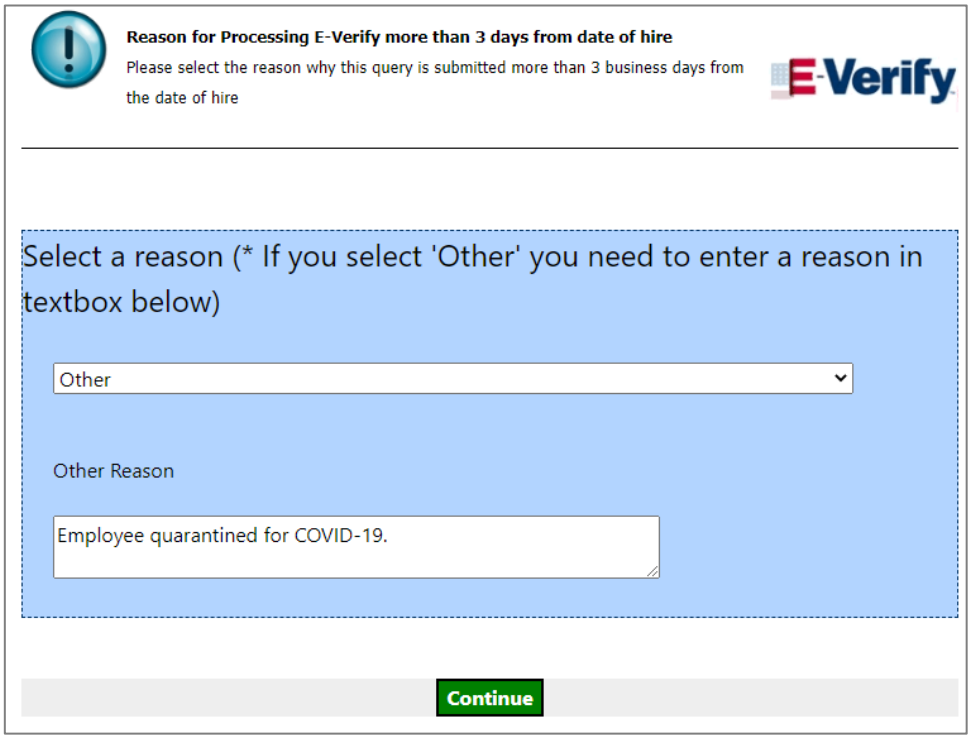
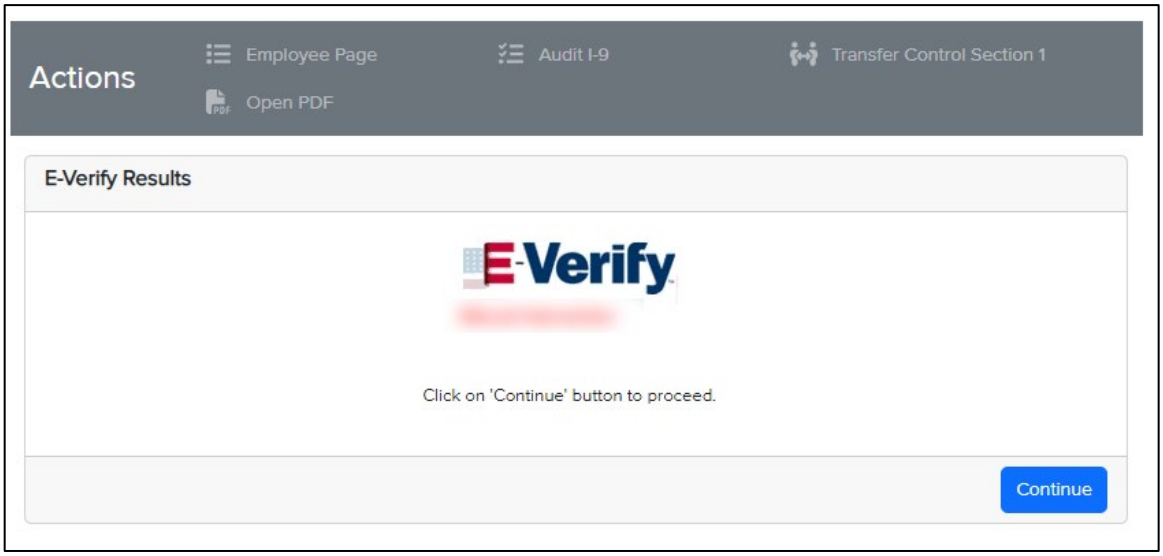
a. Click the button **Click here to upload a file for the selected document type** that is in blue in the center of the page.
b. Select the file on your computer.
c. You should be able to see that you uploaded the file near the bottom of the page: there is a grey row showing the document title and orientation.
d. If you need to upload a second file, change the document orientation, and then click the **Click here to upload a file for the selected document type** button again, and upload the second file.
e. Click **Confirm and Proceed** when you are done.



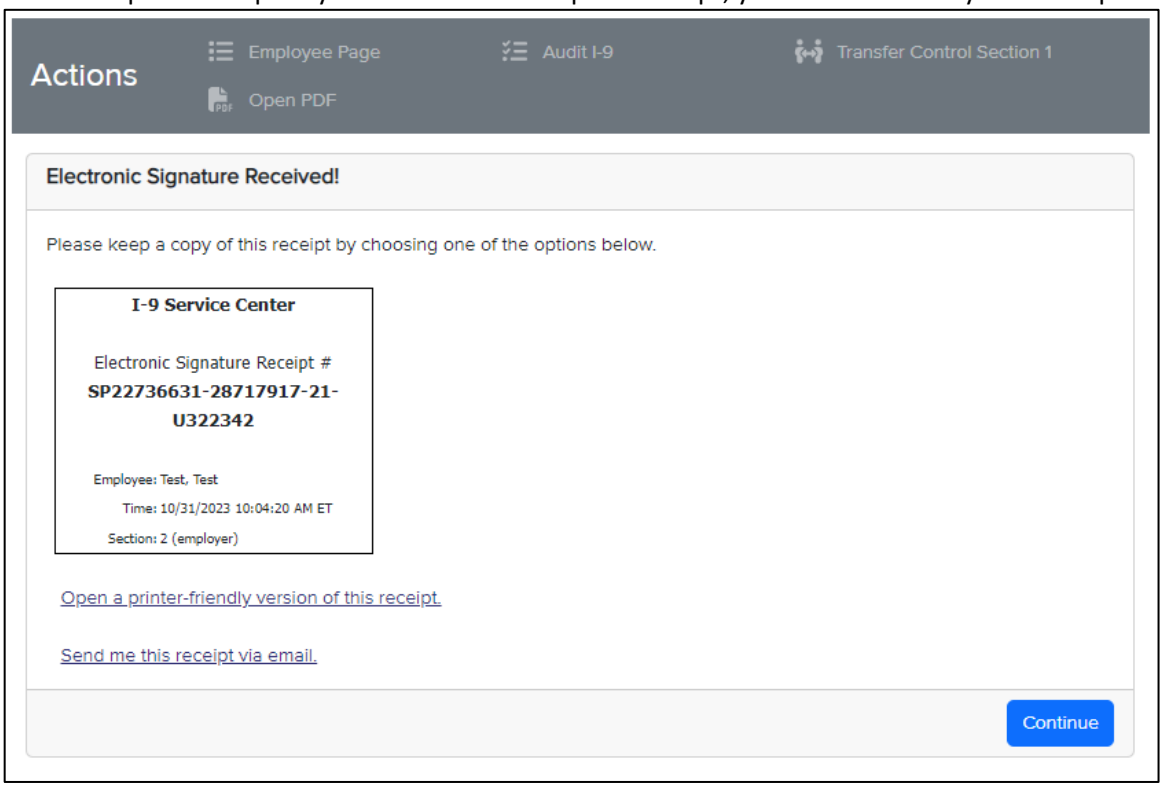
6. On the next page, you will see two pictures.

a. On the top is the photo that the government has on file for this document number.
b. On the bottom is the picture you uploaded. (Use the drop-down menu to select among multiple uploads if needed)
c. The two pictures should be identical.
d. If that is the case, select "**Yes, the photos match**" and click **Continue**.
e. If the photos do not match or there is no photo on the top, contact askHR@northwestern.edu. Sometimes there is a glitch with the E-Verify system and we need to resubmit the E-Verify case.

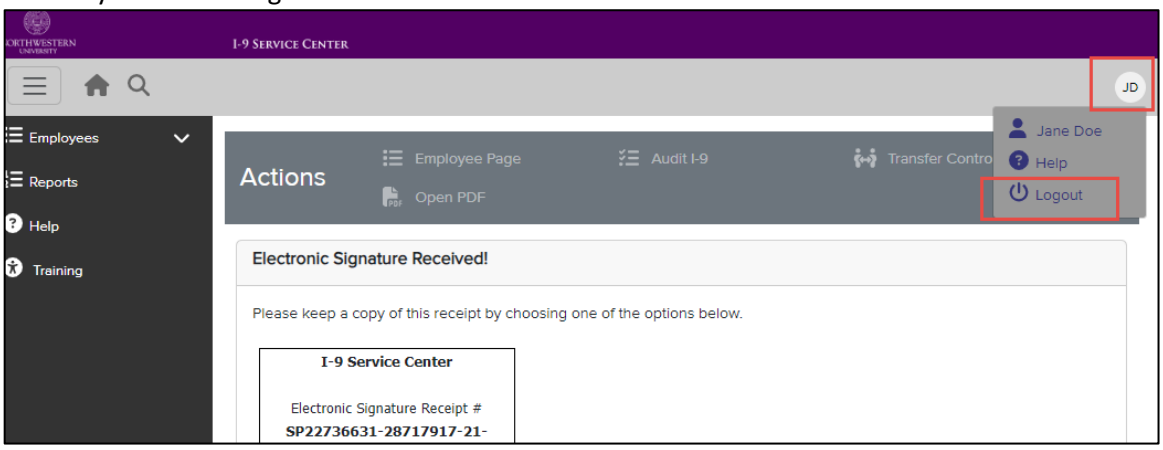


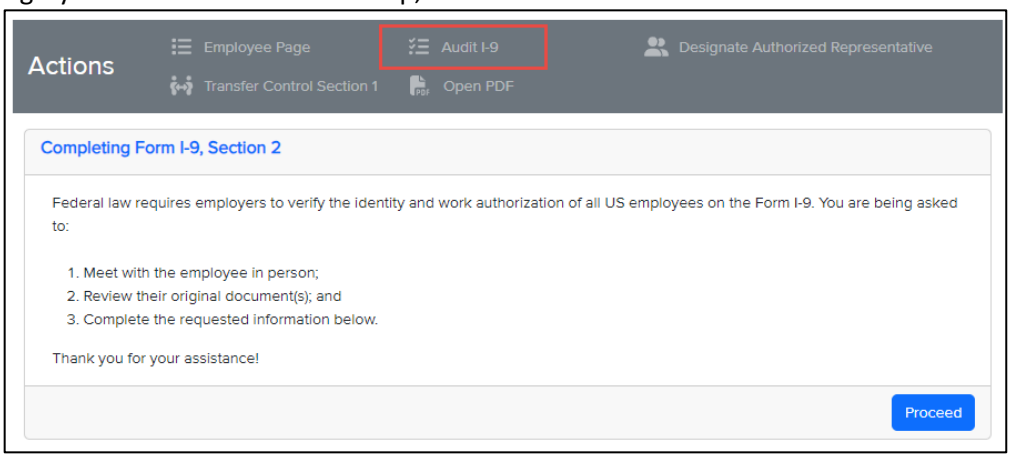
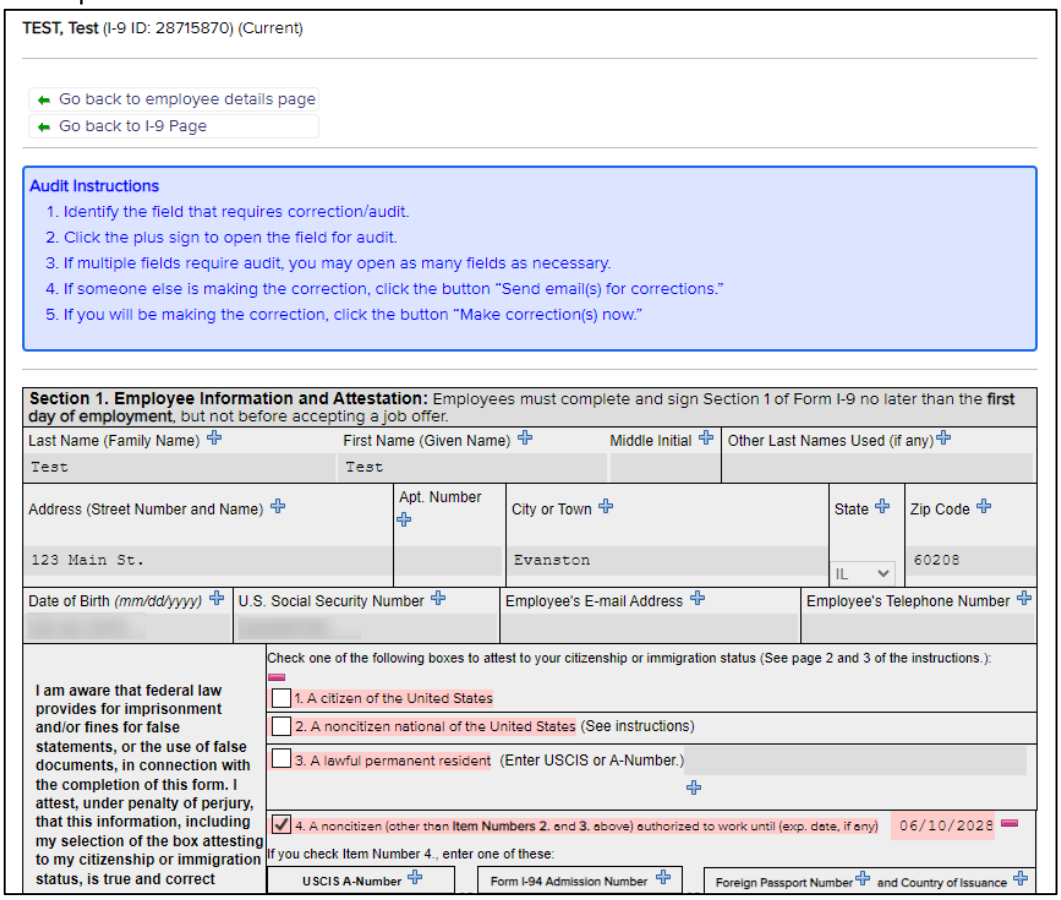
Get Electronic Signature Receipt and Log Out	
1.	If you are completing the I-9 more than 3 days after the start date, you will see a page that will ask you to **Select a reason** for being late. a. Select a reason from the pull-down menu. b. If you select **Other**, you will need to put in a brief explanation into the **Other Reason** text box. c. If the Continue button is grey, hit the Tab key on your keyboard, or click outside the text box, then the Continue button will become green. d. Click **Continue**. 
2.	On the **E-Verify Results** page, click **Continue**. 

2. At the end of the process, you will be provided with an **Electronic Signature Receipt**. You are not required to keep the receipt. If you would like to keep the receipt, you can email it to yourself or print it.

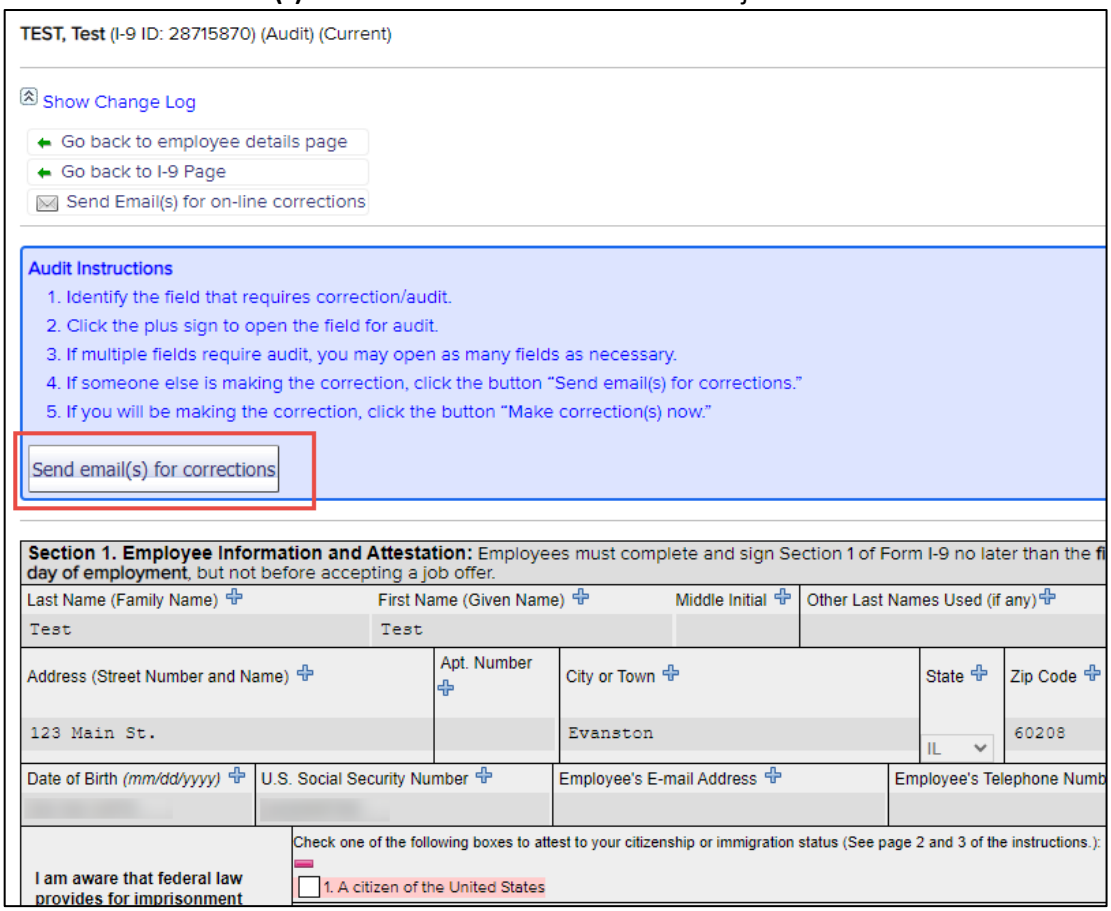


3. You can log out of the system by clicking your user initials on the top right corner and the click **Logout**. Confirm that you want to log out and then close the browser tab.

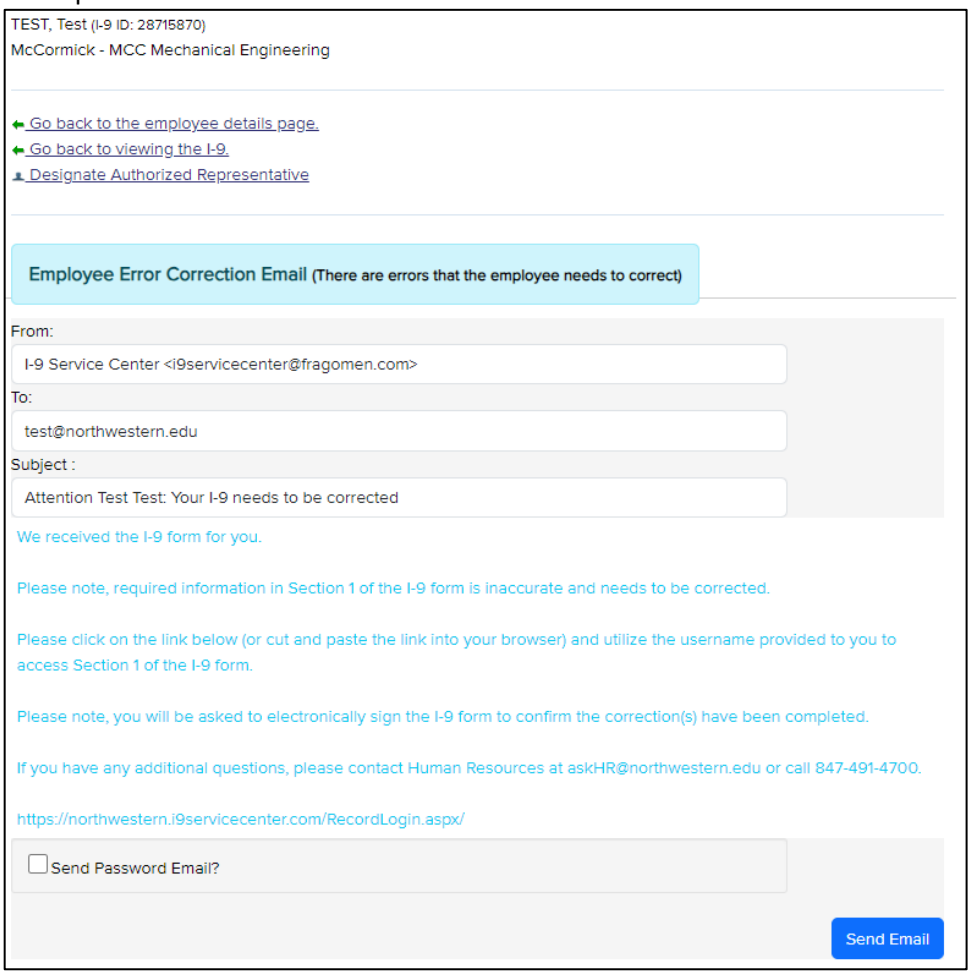


Request Changes to Section 1 from Employee	
1.	If the employee made a mistake in Section 1, they should correct it before you complete Section 2. Only the employee can modify Section 1 because it is under their signature.
2.	Find the employee record and open the I-9.
3.	In the grey **Actions** menu bar at the top, click **Audit I-9**. 
4.	Find the field that needs to be corrected and click the **Plus Sign** (**+**) next to that field. This will highlight the field in pink. 

5. Click the button **Send email(s) for online corrections** button that's just above the form.



6. You can edit the email subject and body. If the employee does not remember their password, you can reset their password with the checkbox at the bottom. Then click **Send Email** at the bottom.



7. After the employee updated Section 1, navigate back to the record and complete Section 2.