Correcting Errors Before Section 2 is Signed

Follow this procedure if an error is discovered on Section 1 before Section 2 is finalized. (If the error is discovered after Section 2 has been submitted, Payroll will need to initiate the correction. Please email i9help@northwestern.edu with the section number and exact fields that need to be corrected.)

Selecting Correction Option

1. If you have not signed section 2 of the I-9, you can send section 1 back to be corrected
2. At the top of the I-9, you will find the option to “Ask the employee to re-complete section 1 of this I-9”

3. You have two options for correcting section 1 of the I-9
   - You can send an email requesting the employee to correct the error
     **You should select this option if you want the employee to correct the error on a different computer (other than the one you are using)
   - You can also transfer control of the I-9 to the employee
     **You should select this option if the employee can use the computer you are on to correct the error
Select a Request Method
Which method would you like to use to request section 1 recompletion?

Send an Email Request
Send an instructional email to the employee explaining what needs to be done.

Transfer Control to the Employee
If the employee is available immediately and has access to the computer you're currently using, select this option to allow the employee to log in and recomplete section 1 now. If you chose this option, you will be logged out immediately.

Sending an Email Request

1. Select “Send an Email Request”
2. A pre-populated email will appear addressed to the employee (as long as they provided email upon login or they have a northwestern email connected to their HRIS appointment)
   **If there is not an email, you will need to populate the email field before sending
3. You can enter the exact error in this email if desired
4. Press “Submit Request”

Requesting Recompletion of Section 1
Performing this action will allow the employee to recomplete section 1 of this I-9.
You may also (optionally) send an email to the employee, requesting him/her to recomplete section 1.

- I want to send an email to this employee:

  From Name: Angela geinin
  From Email: 
  Send To: maudell.gaines@northwestern.edu
  Subject: Incomplete/incorrect I-9 form for Northwestern University.
  Email Body: Dear Maudell Gaines,
  When completing your I-9 form for Northwestern University, we noticed that you have not properly completed section 1. Please log into our I-9 system and complete/correct section 1 of your I-9 (E06353).
  You can log into your account at: https://northwestern.i9servicecenter.com/. Your username is: Maudell.
  Thank you for your assistance!
  Angela Geinin

Submit Request
1. Select “Transfer Control to the Employee”
2. You will be immediately logged out and the employee can login using their Username and Password to correct the error
3. After the employee corrects the error, he/she should logout and you will need to login again to complete section 2