The following steps are outlined if an employee will not be present at Northwestern University on their first day of employment to complete Section 1 of the Form I-9 and provide original documentation verifying their identity and employment authorization to complete Section 2 of the Form I-9. Employees must complete Section 1 of the Form I-9 before Section 2 will be available to the Designated Agent.

**Employee Identifies a Designated Agent**

The employee identifies a Designated Agent who is authorized to view their documentation and complete the Section 2 of the Form I-9, such as:

- A notary public (bank, check, cashing store)
- A University official from another institution
- A U.S. embassy

1. The employee emails the Designated Agent’s contact information to i9help@northwestern.edu, including:
   - First Name
   - Last Name
   - Email Address

2. Northwestern’s I-9 Service Center creates an account for the Designated Agent and sends the following emails:

   a) From: Northwestern University [mailto:i9help@northwestern.edu]
   To: 
   Subject: New I-9 Needs Completion

   Employers are required by federal law to have a completed I-9 Employment Eligibility Form for all employees.

   You have been identified as an agent who will act as a Northwestern University representative to complete section 2 of the Form I-9 for employee, (EMPLOYEE NAME). You will be responsible for reviewing employment eligibility documents and completing Section 2 of the I-9 form for (EMPLOYEE NAME) OR for reviewing and re-verifying renewed employment eligibility documents and completing Section 3 of the Form I-9 for this existing employee.

   If the employee listed above is a new hire, this employee has completed Section 1 and you will complete Section 2 of their Form I-9 online using the Northwestern University I-9 Service Center. If the employee listed above is an existing employee requiring I-9 re-verification, you will simply need to complete Section 3 of the I-9 form using the Northwestern University I-9 Service Center, since Section 1 is not required in the re-verification process.

   Regardless of whether you have been designated to complete Section 2 of the Form I-9 for a new employee or Section 3 of the Form I-9 for an existing employee, you will receive a separate email including a unique temporary password which will be required for you to access this employee's Form I-9 on the below website. Once you receive this information you will need to take the following actions:
1. Sit down with the employee and review his/her employment eligibility documentation at a computer terminal with online Internet access.
2. Log into the Northwestern University I-9 Service Center website at: https://northwestern.i9servicecenter.com/
3. Use the temporary username XXXX and the Password provided in the follow up email to log in. Follow the on screen instructions to set your own personal Username and Password.
4. Read the Confidentiality Agreement and check the box to indicate acceptance.
5. Click the employee’s name and their online Form I-9 will open. The tool will navigate you through the form completion.
6. Please read the attestation language in the digital signature box. If acceptable, click the checkbox and type in your full name. Please complete your digital signature by clicking “Sign and Continue”.
7. A message will appear saying that your digital signature has been received. If you would like a receipt, please select the appropriate option***. Once you have selected an option or if you do not want a receipt, please click “Continue”. ***Please note, for I-9s completed for Northwestern University employees who will be working in the State of Colorado, the agent MUST print the digital signature receipt page.
8. You have now successfully completed the employee’s Form I-9.

If you have any questions regarding the I-9 process, please feel free to contact the Office of Human Resources Payroll Division at: (847) 491-7362 or email I9help@northwestern.edu and identify yourself as an agent who is completing the I-9 form for a Northwestern University employee.

Please note, I-9 forms for new employees MUST be completed on or before the employee’s start date. Re-verification of employment eligibility documents and updated I-9 forms for existing employees MUST be completed prior to the expiration date of the document. Failure to complete the I-9 process could result in a delay of the employee’s start date or termination of the employee.

Thank you for your assistance with this important compliance activity.

NOTE: PLEASE RETAIN THE INSTRUCTIONS IN THIS MESSAGE UNTIL YOU HAVE COMPLETED THE ONLINE I-9 PROCESS.

b) From: Northwestern University [mailto:I9help@northwestern.edu]....
Sent: To:
Subject: Your New Account Password

A new account was recently created for you or your password was reset for an existing account. Your password for this account is XXXXX. Please note that this password is Case Sensitive.

This message (including any attachments) is only for the use of the person(s) for whom it is intended. It may contain privileged, confidential or proprietary information. If you are not the intended recipient, you should not copy, distribute or use this information for any purpose, and you should delete this message and inform the sender immediately.

See next page for instructions on how to log into the I-9 Service Center and complete Section 2 of the Form I-9.
Log into the I-9 Service Center

1. Visit Northwestern’s I-9 Service Center at: https://northwestern.i9servicecenter.com

2. Go to the **EXISTING ACCOUNTS** section of the web page.

3. Enter the **Username** and **Password** provided to you via email.

   From email a)
   3. Use the temporary Username **XXXX** and the Password provided in the follow up email to log in. Follow the on screen instructions to set your own personal Username and Password.

   From email b)
   A new account was recently created for you or your password was reset for an existing account. Your password for this account is **XXXX** Please note that this password is Case Sensitive.

4. Click **Log In**.

5. Change your password according to the conventions specified by the I-9 Service Center.

6. Click **Change Password**.
7. Click **Click here to continue.**

Tip: If you need an overview of how to complete an I-9, click **Click here for I-9 instructions.** Or, visit the U.S. Citizenship and Immigration Services (USCIS) website for complete Form I-9 policies:

http://www.uscis.gov/files/nativedocuments/m-274.pdf

8. Click on the employee’s name to activate Section 2 of the Form I-9.

Tip: If you need an overview of how to complete an I-9, click **Click here for I-9 instructions.** Or, visit the U.S. Citizenship and Immigration Services (USCIS) website for complete Form I-9 policies:

http://www.uscis.gov/files/nativedocuments/m-274.pdf

### Complete Section 2 of the Form I-9 (Employer Review and Verification)

1. Section 1 of the Form I-9 will appear grayed out since it is no longer available for editing.

2. Review the data entered into Section 1 and ensure the information agrees with the documentation the employee is presenting verifying their identity and work eligibility.

   **Note:** Under E-Verify regulations, only employees who do not have a Social Security Number can leave this field blank, including non-residents who have not yet been issued a Social Security Number and others who have not applied for or received their number.

3. The employee must present either a document from List A OR a document from List B AND C. If the employee presents a document from List B, it must bear a photograph.

   **Note:** If the employee has religious objections to providing a List B document that bears a photograph, contact Northwestern University’s Office of Human Resources Payroll Division.

   To view available documents from each list, see page 5 of the Form I-9:

   http://www.uscis.gov/files/form/i-9.pdf See examples at the end of this document

   **Note:**

   - Copies or faxes of documents are never acceptable (except certified copies of birth certificates as outlined in the Lists of Acceptable Documents).
   - A Voter’s Registration Card is not accepted.
   - If the document appears to be genuine and relate to the employee presenting them, 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 particular documents.
Correcting Section 1 of the Form I-9

a. If you discover an error in Section 1, click on Ask the employee to re-complete section 1 of this I-9.

Note: The employee will need to make any necessary corrections before Section 2 can be completed. Failure to correct errors could result in the employee not receiving confirmation of his/her work authorization from the E-Verify system. Common errors include typographical mistakes, indicating a married name vs. a maiden name and/or identifying the incorrect immigration status.

b. You can choose to either have the employee correct Section 1 of the Form I-9 on the spot or send an email to the employee requesting him/her to make the correction.
   i. If you choose to have the employee correct Section 1 of the Form I-9 on the spot,
   
      ii. Click Transfer Control to the Employee

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 choose this option, you will be logged out immediately.
iii. You will need to wait until the employee has recompleted and digitally signed Section 1 before Section 2 can be complete.

c. If you choose to send an email to the employee, Click on **Send an Email Request** Note: *Sending an email to the employee will reset his/her password.*
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: [Input]
From Email: [Input]
Send To: leonkammerer2016@u.northwestern.edu
   (If you change the above "Send To" email address, this employee's email address will be changed in the system.)
Subject: [Input]
   (Typically, the subject will be "Incomplete/Incorrect I-9 Form for Northwestern University.")
Email Body: 

Dear Leon Kammerer,

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 (#3073315).

You can log into your account at: https://northwestern.uleservicecenter.com/
Your username is: leok383.

Thank you for your assistance!

Laure Pitarre

[Submit Request button]
You will need to wait until the employee has recompleted and digitally signed Section 1 before Section 2 can be complete.

d. Once the employee has recompleted Section 1. Log back into the I-9 Service Center to access the Form I-9.

**Complete Section 2 of the Form I-9 – cont’d**

4. Click the Select button on List A, B or C that corresponds to the documents the employee is presenting. See the end of this document to view examples of acceptable documents.
5. Select the document name from the menu that appears.

6. A popup menu will appear with the required fields you must input from the document(s).
7. Type in the requested information.
8. Press Continue.

   **List A Document**

   **Document Title:** U.S. Passport/Card
   **Issuing Authority:** U.S. Passport Agency
   **Document #:** 58357951
   **Expiration Date:** Aug 24 2012

   [ ] Check here if the supplied document is a receipt (rather than the actual document).

   < PREVIOUS STEP   CONTINUE >

9. If you forget to populate any required fields, an error message will appear requesting the missing information.

   **List A Document**

   One or more **errors** were discovered when attempting to enter this document:
   - You must specify a "Document #".
If you select a document that does not match with the Section 1 citizenship information, you will receive an error message to correct the issue.

List A Document

Document Title: U.S. Passport/Card

This document is not valid for an Authorized Alien (section 1 of this I-9 specifies that this individual is an Authorized Alien). Please go back and select a different document.

If you would like to ignore this error and continue anyway, click the "Next Step" link.
Using a Receipt for a Lost or Stolen Document

The only time an employee can provide a receipt instead of an original document is if the document has been lost or stolen and the individual has applied for a replacement document. In those cases, the employee may provide the receipt for the replacement document, and they can continue working for up to 90 days while they are waiting on the replacement. Within 90 days, they must provide the original replacement. Northwestern University will track compliance and follow up with the employee within 60, 30 and 14 days of the 90 day deadline.

Example: An employee lost their passport or Social Security card. When he/she applies for a new one, the employee will be given a receipt for the replacement. The receipt can be used as a document verifying the employee’s identity and work eligibility for up to 90 days.

a. Select Check here if the supplied document is a receipt (rather than the actual document).

Note: Receipts showing that an employee applied for an initial grant of employment authorization (Form I-766) or for renewal of employment authorization are not acceptable. Receipts are also not acceptable if your employment is for less than 3 business days.

Complete Section 2 of the Form I-9 – cont’d

10. The employee can confirm their hire date since it must be entered before you can continue.
11. Type in your Full Name (First Name and Last Name), Title, Business or Organization Name, and Address

12. Click Continue.
13. Read the acknowledgement box, click the check box indicating that you attest.

14. Type in your name in the I verify I am field.

Note: You must type your name exactly as you did in the Print Name field in Section 2 in the CERTIFICATION block. If you do not, you will receive an error when you click Sign and Continue, and will be required to correct the error before you can move to the next step.

15. Click Sign and Continue

Note: Remember that you are signing under penalty of perjury that you have viewed both the individual and the original documents in person.
Employees must reverify their work eligibility by providing documentation reflecting a work authorization extension no later than the date their current status expires if they indicated they are an alien authorized to work until in Section 1.

1. Enter the **Document Title**, the new **Document Number** and the new **Expiration Date**.

2. Click **Continue**.

3. Read the acknowledgement box, click the check box indicating that you attest.

4. Type in your name in the **I verify I am** field.

5. Click **Sign and Continue**

*Note: Remember that you are signing under penalty of perjury that you have viewed both the individual and the original documents in person.*
1. A digital receipt will pop up. You have two ways to obtain a receipt:

- If you are connected to a printer, open a printer-friendly version of the receipt and print
- If you are not connected to a printer, follow the instructions to receive the receipt via email

**Note:** You are not required to keep or print a receipt, but we must offer one under electronic Form I-9 regulations.

Click on **Continue** for next steps.

Congratulations! Section 2 of the Form I-9 has been submitted.
Note:
- If the employee provided a U.S. Passport, Permanent Resident Card (Green card), or Employment Authorization Card (EAD) as a document from List A, you will also be required to complete photo match on the employee.
- If he/she used a Permanent Resident Card or Employment Authorization Card (EAD) The employee must also mail a copy of the document and FNIS requirements to the Office of Human Resources Payroll Division at 720 University Place, Evanston, IL 60208

**Photo Matching Tool**

If an employee used a U.S. Passport or Permanent Resident Card (Green Card) for their Section 2 document, you must scan and upload an image of the document and complete the photo matching tool requirements per E-Verify regulations.

1. After completing Section 2, you will be prompted to upload a scanned image of the document. If you do not have scanning capabilities or do not have the scanned document ready, please see Next Steps for instructions on scanning after the I-9 is complete or forward the document to Payroll for uploading.

2. After uploading the document, press “Continue.”
3. You will be prompted to compare the image you uploaded to the image shown on the screen. They should be the same photograph.
   
   *Note: The image might have some color or shading variance, but it should be the same photograph that is on the card. Remember that you are comparing the two photographs and not the person to the photograph.*

4. After reviewing the two photographs, select “Yes” if they are the same photograph or “No” if they are not.
5. Click **Continue** to complete the process.
Congratulations! Section 2 of the Form I-9 has been submitted.

NOTE: If an employee provides a U.S. Passport, Permanent Resident Card, or an Employment Authorization Document (EAD) for Section 2, you must upload a scanned image of the document into the Electronic I-9 Service Center upon completion of Section 2 (no other documents should be uploaded). If you cannot scan images, please securely send a copy of the document(s) to the Office of Human Resources Payroll Division, and we can upload the document for you.
1. If you are able to scan, but did not do so earlier with the photo matching tool, click on Go back to the employee details page.

2. Select the I-9 ID from the drop down.
3. Select the Document Type.
4. Click Browse to find and select the document you scanned and saved.
5. Click Upload.
List A Sample Documents

U.S. Passport/Card

US Passport 2009:

Current U.S. Passport (Issued 1993 - Open):

Closed:

U.S. Passport Issued 1976 - 99:

U.S. Passport • Issued between 1943 - 1976:
Sample I-94

Sample Employment Authorization Card
Note: If the employee indicated they are an alien authorized to work until in Section 1, they must enter their I-94# (if on a visa) and their EAD/A# (if they are on an Employment Authorization Card), and the expiration date for their work authorization (from their immigration document and/or I-94). Most individuals on visas will only be able to use their unexpired foreign passport, I-94 card, and current, Northwestern sponsored, immigration document as their Section 2 documents.
Social Security Card
Employees cannot use a restricted Social Security Card. You can tell if a card is restricted if there is anything written on it besides the name and Social Security number.