Stop, refer all foreign national employees directly to Human Resources for processing. If an employee presents their supporting documentation, other than a U.S. passport/passport card or permanent residence card, process as normal. Other documents with photos (such as a driver’s license) will not activate photo matching. If an employee presents a Permanent Resident Card or U.S. passport or passport card as the verification document, HR will retain an electronic copy that document and keep it on file with the employee’s Form I-9.

E-Verify’s photo matching is an important part of the employment eligibility verification process. It requires the employer to verify that the photo displayed in E-Verify is identical to the photo on the document that the employee presented for section 2 of Form I-9. Photo matching is activated automatically if an employee has presented his/her Form I-9 a:

- U.S. passport or passport card
- I-551, (Permanent Resident Card)

Employees have the right to present any acceptable documentation to complete Form I-9. Employers may not require an employee to present a specific document. Employers must accept the documents the new employee chooses to present as long as they appear to be genuine and relate to the person presenting them. Otherwise, employers may violate federal law prohibiting discrimination in the verification process.

Please follow these steps to complete a Form I-9 Section 2 with a passport/passport card or permanent residence card:

A. Log onto the Compliance Center (also known as HireXpress).
   1. Enter the Employer Code: 13881 and click Continue.

B. In the Compliance Center – From the left menu, use the Lookup menu option to search for your employee.
C. Enter the employee’s first name and last name or use the last four digits of the employee’s social security number and click the View button. The employee’s information will populate in a chart below. Double click on the employee’s name hyperlink.

![Lookup screenshot](image)

D. On the Summary page, click on the Complete I-9 button on the right column. Some of the information in the table is obliterated intentionally.

![Summary screenshot](image)

E. On Section 2 – Employer Review and Verification page: Enter Today’s Date or use the Auto-Fill hyperlink. You can also use the hyperlinks located on the right to make corrections or review the Form I-9 Section 1.
F. Select U.S. Passport or U.S. Passport Card option from the List A option. Never use a receipt for passport processing. Click Continue.

G. Enter the Passport # and Expiration date, and click Continue. You can always click on the blue hyperlink for Sample Document if you are unsure of the document presented to you. At any time if you are unsure of the document presented to you, contact HR at 928.523.2223 or email at HR.Contact@nau.edu.

H. If the employee presents his/her Permanent Residence Card, select Permanent Resident from the Visa Type drop down menu and select the List A radio button and from the drop down menu, select Form I-551 (Permanent Resident Card or Alien Registration Receipt Card).
I. The issuing authority is prepopulated, double check the Alien # and mark the box, enter the expiration date (if applicable) or mark the box if the document does not have expiration date. If unsure of the document presented to you, click on the sample document or contact HR at 928.523.2223.

![List A document - Form I-551 - Permanent Resident Card or Alien Registration Receipt Card](image)

J. In the Employer Review page, read the statement, check mark the certification statement box, enter your password and click Continue.

![Employer Review page](image)

K. If you get “Initial Verification not process” message, click the Refresh button until you receive a result.

![E-Verify](image)
L. Click the Photo Matching button to process the passport/passport card E-Verify.

![E-Verify]

- **Origination Date:** 07/15/2015
- **Reason for Delay:** Initial query submitted on time.
- **FAR E-Verify Status:** Covered
- **Current Status Date:** 07/15/2015
- **Current Status:** Photo Matching
- **Photo Matching Document:** N/A

![History... Photo Matching]

M. Ensure that the passport/passport card photo matches the photo in the system. Mark the radio button “Yes” and click Continue.

N. If photo does not match, mark the radio button “No” and immediately contact HR at 928.523.2223 for assistance. The instructions for retaining a copy of the document is a system generated message, please disregard the instructions and follow the instruction presented by HR. If no photo is available, the case will either automatically skip photo matching or “No Photo on this Document” may display in place of a photo. A photo displayed in E-Verify should be compared with the photo in the document that the employee has presented and not with the face of the employee.

O. If the photo displayed on the E-Verify screen does not match the photo on the employee’s document, the employee will receive a “DHS Tentative Nonconfirmation” (TNC) and must be given the opportunity to correct the problem. If the employee chooses to contest the TNC, the employer must either attach and submit electronically a copy of the employee’s photo document or mail a copy of the employee’s document to DHS via express mail at the employer’s expense.

![Example]

- Yes. The photographs are the same.
- No. The photographs are different.

**IMPORTANT!** Make sure your selection above is correct. Then, click the **Continue** button below to confirm your response with E-Verify.

**IMPORTANT!** You **MUST** retain a copy of the employee's U.S. Passport with this Federal government requirement you must scan the document employee's electronic Form I-9 by clicking the Attach File action in the I-9 Detail page.

Disregard the instructions on "retaining a copy" and "scan/attach" of the document.
P. The employee’s status is Photo matched and Employment Authorized but this does not mean the case is ready to be closed. Notice that the Close Case button is not lit. Click “Back” to review the I-9. The instructions for retaining a copy of the document is a system generated message, please disregard the instruction and follow the instructions presented by HR.

![Photo Matching (07/15/2015)](image)

Photos Matched and Employment authorized.

Disregard the instructions on “retaining a copy” and “scan/attach” of the document.

Case cannot be closed until the attachment of passport occurs.

Q. From your encrypted scanner/printer, email a photocopy of the employee’s passport/passport card directly to HR19.Passport@nau.edu for attachment and uploading. HR will close the case. If your device is does not have the capabilities for security encryption, please delivery via hand delivery or secured postal service. For assistance contact HR at 928.523.2223 or email at HR.Contact@nau.edu.