

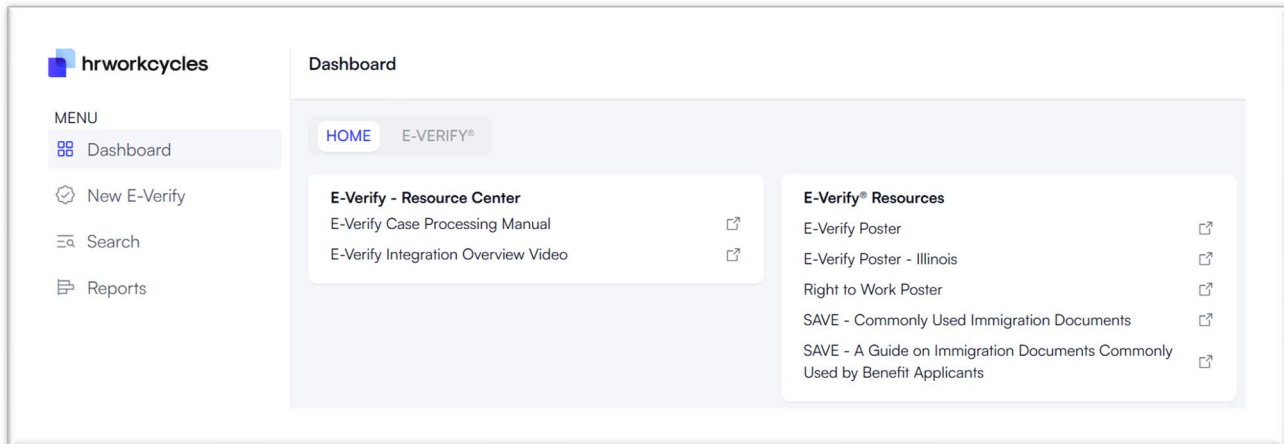
This guide explains how to access the HRWorkCycles (HRWC) E-Verify Dashboard through the Questco Client Portal. It is written in simple, easy-to-follow language so you can quickly find and manage E-Verify cases.

Logging in to the HRWorkCycles (HRWC) E-Verify Dashboard

- You must have permission to access E-Verify in the Questco Client Portal.
- Your company must already be set up for E-Verify in HRWC with an active Memorandum of Understanding (MOU).
- If you do not have access, contact your Client Success Manager for help.

How to Access HRWC E-Verify

1. **Log in to the Questco Client Portal.**
2. **From the dashboard, select My Employees.**
3. **Click E-Verify.** This will open the HRWC dashboard in a new window.
4. **Use the HRWC dashboard** to search for cases, create new cases, work open cases, and close complete cases.



Invalid Token Error

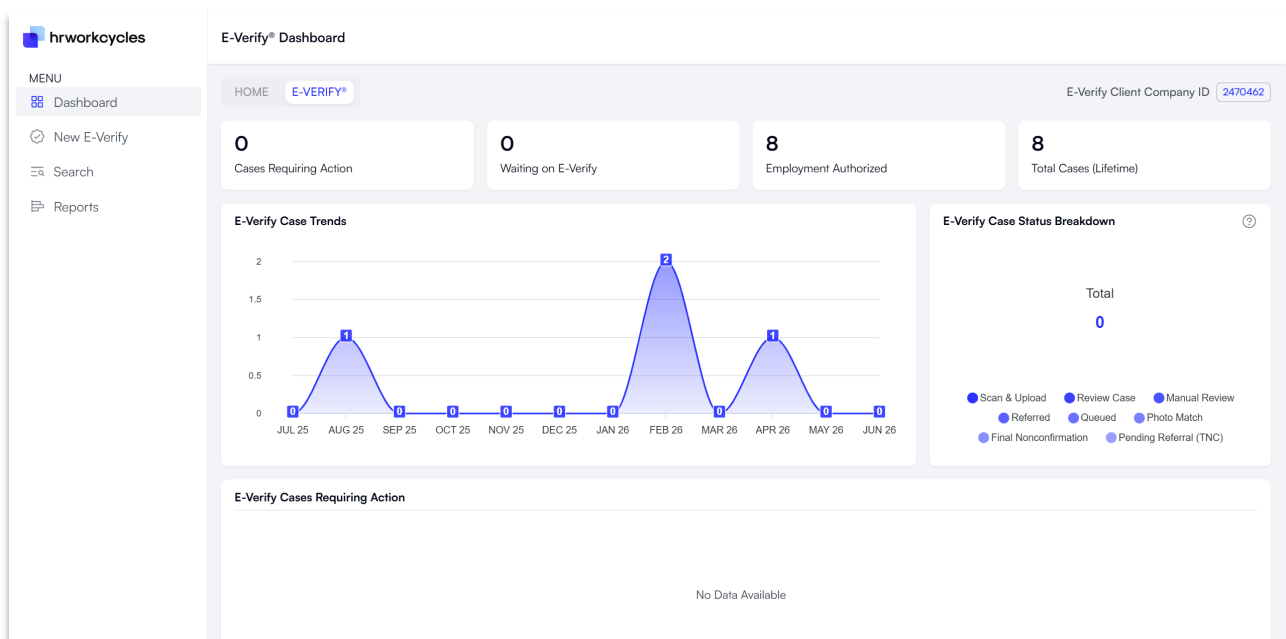
If you click the E-Verify link and see an **Invalid Token** error, your user account may not be set up properly, or there may be an issue with your user information. **Please contact your Client Success Manager for assistance.**

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Working Cases on the E-Verify Dashboard

In the **E-Verify Dashboard** section of the HRWC dashboard, you will see groups of cases that need attention. Click the category name to open the list of employee cases that need action.



Case Statuses and Actions Needed

Employment Authorized or Verification Complete – Authorized

If the case status includes the phrase “Employment Authorized”, then the case has been approved, and no further action is needed.

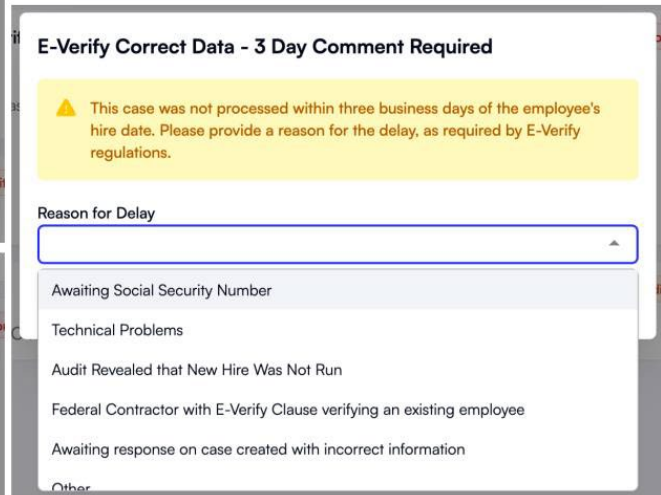
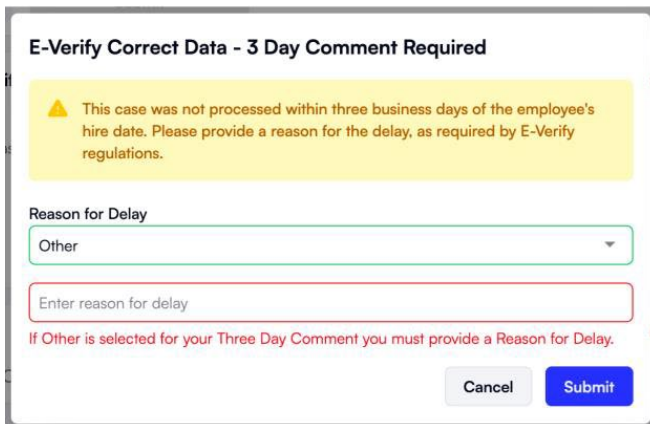
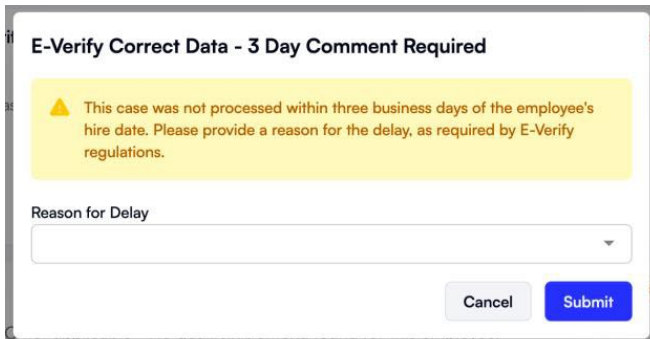
The screenshot shows the 'hrworkcycles' interface. On the left is a 'MENU' with options: Dashboard, New E-Verify, Search, and Reports. The main content area is titled 'Employee Record' and includes a user profile 'hrw admin-gen PRI02'. The 'Employee Information' section, marked as 'Active', displays details for ED B BOONE, including date of birth (02-18-1980), social security number (XXX-XX-1424), phone number ((503) 556-8888), email (EBOONE@GMAILS.COM), and employment date (02-26-2024). A 'Termination Date' field and a 'Submit' button are also present. The 'Employment Eligibility Verification' section, marked as 'Case Closed', shows a 'Case Status' of 'Closed', a 'Case Closure' of 'Employment Authorized Auto Close', and a 'Case #' of '2024199151005JJ'. A 'Return to Previous Page' button is at the bottom left. On the right, there are sections for 'Documents' and 'Comments', with a comment stating 'Verification more than 3 days old Awaiting Social Security Number'.

Data Error: Late Verification Reason Code is required

If the E-Verify case was created over three (3) days from the hire date (reason_for_delay_code), you'll need to click the **Correct Data** button.



Select the option that best applies to the case from the dropdown menu. If you select **Other**, a fillable text box will appear for you to enter the reason for the delay. Once you click **Submit**, the E-Verify case will be submitted, and a new result will be displayed.



Review of case data required

Inside the Employee Record, click on the **Work Case** button. The next screen will allow you to review and correct the employees' information.

The screenshot shows the 'Employment Eligibility Verification' screen. On the left, under 'Case Status', it says 'Review of case data required.' Below that, the 'Case #' is '2025303170659DM'. A blue button labeled 'Work Case' is circled in red. On the right, a modal window titled 'E-Verify Review Case' is open. It asks 'Are you sure?' and 'Please double-check the data for TIM ROGER.' The modal contains several fields with radio button options:

- First name Entered:** TIM. Information entered matches Form I-9. Information entered does not match Form I-9.
- Last name Entered:** ROGER. Information entered matches Form I-9. Information entered does not match Form I-9.
- Date of Birth (MM-DD-YYYY) Entered:** 05-05-2000. Information entered matches Form I-9. Information entered does not match Form I-9. Below this is an 'Update Date of Birth (MM-DD-YYYY) Entry' field with '05-05-2000' entered.
- Social Security Number Entered:** 09781521. Information entered matches Form I-9. Information entered does not match Form I-9.
- US Passport Number Entered:** 548978978. Information entered matches Form I-9. Information entered does not match Form I-9.

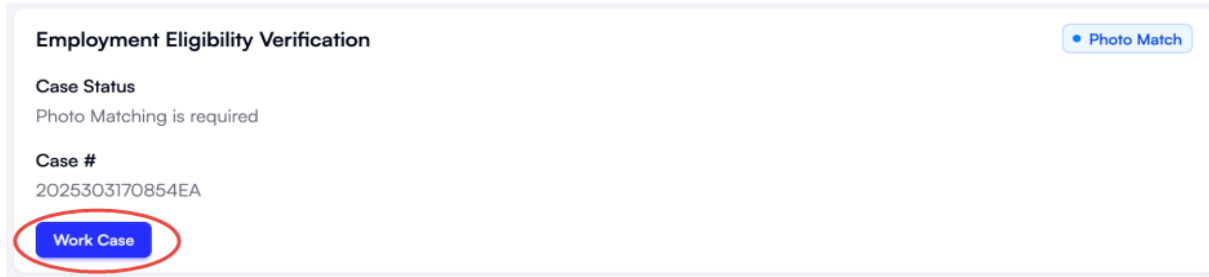
At the bottom right of the modal are 'Cancel' and 'Confirm' buttons.

You'll select **Yes** or **No** for each piece of information that's presented. Click **Confirm**, and the data will be sent to E-Verify. The case status will update.

Photo Matching

If the case status shows **Photo Matching Required**, take the following steps:

Inside the Employee Record, click on the **Work Case** button.



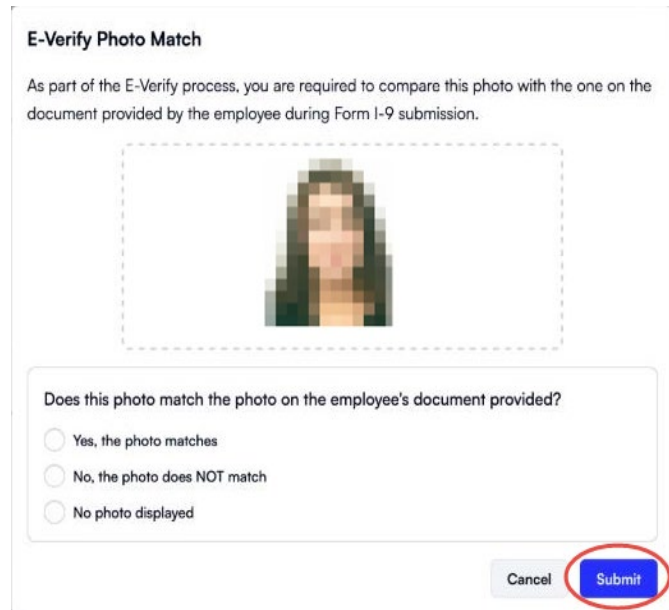
A window will appear asking you to verify that the photos are the same.

Use the documents provided by the employee to compare and verify that they match the photo in HRWorkCycles.

Select **Yes**, **No**, or **No Photo Displayed**.

If **No** or **No Photo Displayed** is selected, the option to enter a termination date is presented in the event an employee is terminated or is a no-show.

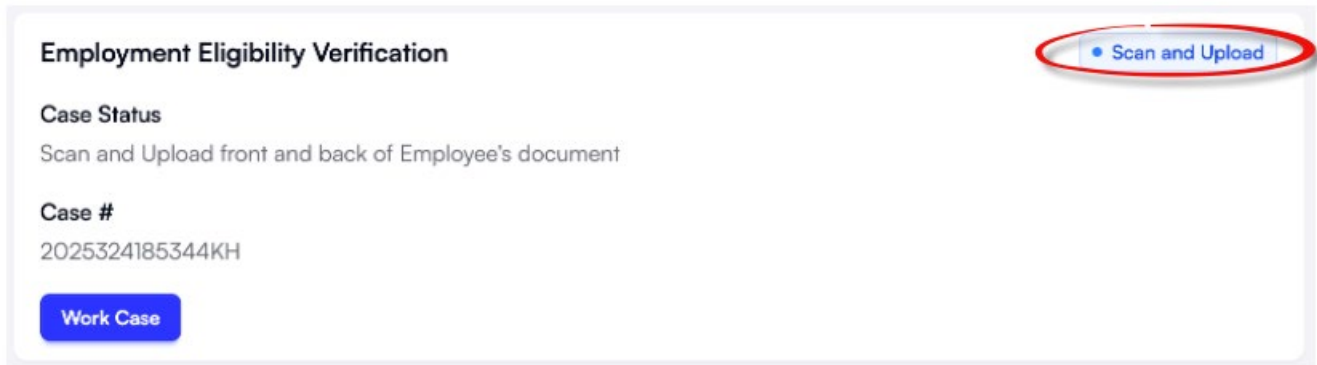
Click **Submit** to send the selection to E-Verify and update the case status.



Scan and Upload Documents

If the case status shows **Scan and Upload Front and Back of Employee’s Document**, follow these steps:

Click the **Scan and Upload** button.

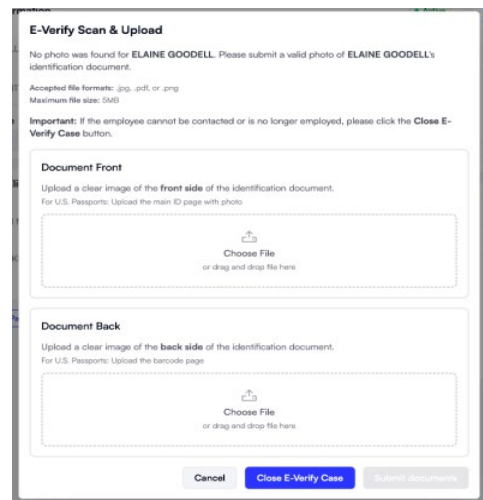


The next page will ask you to upload both the front *and* back of the document. Click **Continue**.

- File Types accepted: .jpg, .png, and .pdf
- File Size Limit: 3MB

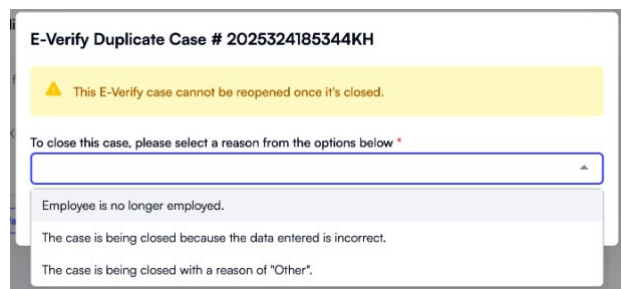
Commonly requested documents include:

- U.S. Passport or Passport Card
- Form I-551 (Permanent Resident Card)
- Form I-766 (Employment Authorization Card)



You can also **Close the E-Verify Case** and select a reason for closure:

- If Employee is no longer employed, the case is being closed because the data being entered is incorrect, or other (populating a text field to enter a reason).



Once submitted, the information is sent to E-Verify, and the case status will update automatically.

Duplicate Record Resolution is Required

If the case status shows **Duplicate Case Resolution Required**, follow these steps:

Click the **Work Case** button

The “Duplicate Case” box will appear, and you will select a reason for closure from the dropdown. If **Other** is selected, a text field will populate to enter the reason.

You can choose to “Continue This New Case” and select an option from the dropdown menu.

Click **Continue New Case**. A confirmation message will appear, and you can click **Close** to go back to the employee record for an updated status.

Status	Case Number	Name	Created Date	Hire Date	Action
Closed	2025324180807FC	LOCAL EYENINE	2025-11-20	2025-11-20	

Tentative Nonconfirmation (DHS and SSA)

Tentative Nonconfirmation (TNC) occurs when the information submitted for an employee does not match records with either the **Social Security Administration (SSA)** or the **Department of Homeland Security (DHS)**.

A TNC may indicate that information in **Section 1 and/or Section 2 of Form I-9** needs to be reviewed for accuracy.

Employment Eligibility Verification • Pending Referral (TNC)

Case Status
Tentative Nonconfirmation (SSA)

Case #
2025303171459EK

[Work Case](#)

Reasons a TNC May Occur

SSA Tentative Nonconfirmation (SSA TNC) may occur if:

- The employee's citizenship or immigration status has not been updated with SSA
- A name change was not reported to SSA
- The employee's name, Social Security Number, or date of birth does not match SSA records
- There is another type of mismatch in SSA records
- The information was entered incorrectly by the employer

DHS Tentative Nonconfirmation (DHS TNC) may occur if:

- The employee's name, A-number, I-94 number, or foreign passport number does not match DHS records
- Identification documents (such as a U.S. passport, passport card, driver's license, or state ID) could not be verified
- The employee's information has not been updated in DHS records
- The employee's citizenship or immigration status has changed
- There is another type of error in DHS records
- The information was entered incorrectly by the employer

SSA/DHS Tentative Nonconfirmation (DHS TNC) may occur if:

- Errors may be present in both Sections 1 and 2 of the Form I-9

Record the Employee’s Decision

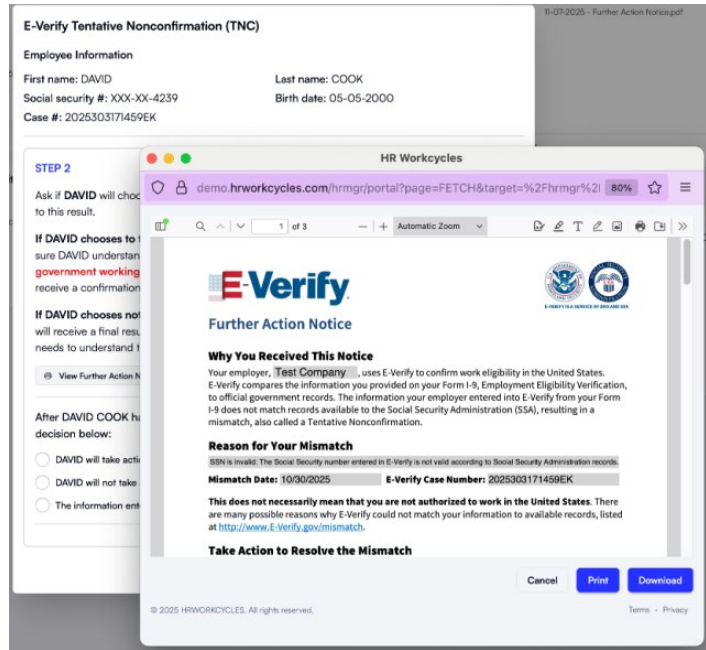
Select the appropriate option for how the employee chooses to proceed with the TNC.

Referral Date Confirmation

A Referral Date Confirmation letter will open in a new window and will automatically save to the employee’s HRWC record.

Final Processing

The information is sent to DHS/SSA. After the employee resolves the issue with the agency, the case status in HRWC will update.



What Happens Next

The case information is sent to **SSA or DHS** for further review. Once the employee contacts the appropriate agency and resolves the issue, the case status will be updated automatically in HRWC.

Employee Referred

If the case status shows **Employee Referred**, no action is required at this time. This means the employee has been referred to the **SSA or DHS** to resolve the mismatch.

- Wait for the agency to review and update the case
- The status will automatically update in HRWC once a decision is made

Employment Eligibility Verification ● Referred

Case Status
Employee Referred

Case #
2025324185614KK

