



## U.S. Citizenship and Immigration Services

### What's New

#### **myE-Verify accounts accessible nationwide! (4/13/15)**

myE-Verify is the website that gives U.S. workers and job-seekers resources and tools to learn about and participate in the E-Verify process. In October 2014, the website introduced two new services, myE-Verify accounts and Self Lock, in five states and the District of Columbia; an additional 16 states were added in January 2015. myE-Verify accounts and Self Lock are now available nationwide. Account holders can use Self Lock to protect their social security numbers from being misused in E-Verify.

The website also includes Self Check and multi-media resources for workers and jobseekers to learn about employee rights and employment eligibility verification from their perspective. Visit the myE-Verify website and take a free webinar to learn more.

#### **New E-Verify Easy Enrollment Webinar Available (4/13/15)**

Take our new and exciting *E-Verify Easy Enrollment* webinar, see just how easy it is to enroll in E-Verify. Using a live demonstration and infographics, this 30 minute webinar walks participants through the step-by-step E-Verify enrollment instructions. Hosted by a live E-Verify Enrollment Expert, the session is the perfect opportunity to ask questions about any stage in the enrollment process. Join the next session of *E-Verify Easy Enrollment*. E-Verify works for everyone and enrolling is easy!

#### **Tutorial Enhancement Ensures Users Are Up-To-Date On E-Verify Training (3/19/15)**

E-Verify is taking steps to ensure that all system users are up-to-date with E-Verify training. If a user's last log in was prior to December 6, 2010, thereby missing tutorials that have since been removed, the user will be prompted to retake the E-Verify tutorial lasting approximately 45 minutes. Users affected by this change **MUST** complete the tutorial before being allowed to review existing case data or enter new case data.

#### **E-Verify System Enhancement (3/17/15)**

E-Verify introduces a functional enhancement. When E-Verify experiences a system interruption, it will temporarily save the information entered for newly hired employees. In most instances the user will no longer have to reenter the case information after functionality is restored. In rare circumstances, the user may encounter the "Unable to Process" screen. If the user encounters that screen, then the user should reenter the case information. Learn more about E-Verify here.

#### **E-Verify Employer and Employee Customer Support Enhancement (3/12/15)**

On March 12, 2015 E-Verify launched enhanced telephony applications with improved interactive voice response (IVR) technology as well as intelligent call routing features for its E-Verify Employee and Employer service lines.

Callers will use their voice or touch tone phone to navigate to automated answers or a customer services representative. The IVR system was designed to shorten wait times and enhance customer service.

E-Verify Customer Support offers FREE live assistance Monday through Friday from 8:00 am EST to 5:00 pm local time, except on federal holidays.

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