Photo Matching Checklist

Introduction

The photo matching step occurs automatically in Tracker when you create a case for an employee who has presented a U.S. Passport or Passport Card, Permanent Resident Card (Form I-551), or an Employment Authorization Document (Form I-766) for his or her Form I-9 documentation.

Photo Matching Instructions

When photo matching is required you must:

- Acquire and retain a copy of the employee’s document, and
- Fulfill the E-Verify photo matching requirement

I-9 Complete will display an alert message reminding you of this requirement in Section 2 when the employee will be subject to E-Verify.

- Select whether or not the photo file displayed on this page matches that of the document provided by the employee.
  - “Yes” (Select Yes if “No Photo of this Document” is displayed)
  - “No”
- After the selection is made, click “Continue”.
- If you indicate “Yes”, then the employment should be authorized and the case should be closed. Select the appropriate radio button to confirm whether or not the employee is still employer and click “Continue”.
- Provide case closure details by selecting the appropriate radio button the represents the employee’s current employment status and click “Continue”.
  - The employee continues to work for the employer after receiving an Employment Authorized result.
  - OR-
  - The case is invalid because another case with the same data already exists.
  - OR-
  - The case is invalid because the data entered is incorrect.
- The E-Verify case is now closed. Click “Exit E-Verify” to return to the Employee Profile page.
- If the photo displayed does not match the photo on the document provided by the employee, the “No” radio button is selected. And the User clicks “Continue” then the DHS TNC process will begin.
Important: The photos should be identical, but you should take into account the minor variances in shading and detail between the two photos based upon the age and wear of the employee’s document, the quality of your computer monitor, and the watermark on the photo in E-Verify to protect it from unlawful use. **Do not compare the photo displayed by E-Verify to the employee directly.** The direct comparison between the document and the individual happens during the Form I-9 completion, prior to using E-Verify.