

## Equifax I9 Express User Guide for Staff

1. In order for the new employee to complete page one of the I-9 through Equifax I9 Express, please have them use the following link: [newi9.com](http://newi9.com)
  - The employer code is 17617
  - Provide the start date to the employee
    - ❖ Note: 9 month appointments start date can be any date that falls between 08/01 and the first day of classes. For all others, start date must match hire forms
2. Ensure that the new employee selects the UT Knoxville location when prompted – This will allow you to view their completed I9 page one
  - Please be aware when the employee reaches the completion screen, the address that will show up at the end will be the main HR office address, please advise your new employee that they will need to visit their specific hiring office to complete the I9 process
3. For employers to login into I9 Express and complete page two using UTK's single sign on, please click [here](#) – This will allow you to use your NetID and password to access I9 Express – This is now the only way to access the site
  - In order to bookmark this link in your browser, you must follow the instructions linked [here](#)
4. Once the employee completes page one, their I9 will show up under I-9s Pending Completion on your dashboard once you login to Equifax I9 Express
  - **Note:** You will need the employee's full social in order to use the search function – If the I-9 does not appear, this could mean they did not select the correct location (UT Knoxville)
5. Notify the new employee that they must bring their **original** IDs / documentation in person to complete the rest of the I9 form – **Original documents MUST be viewed in person.**
  - Please have the employee pick documents from the list of [acceptable documents](#)
    - Digital VolCards / Student IDs are not acceptable documents per USCIS guidelines – IDs MUST be original and physical cards
    - Voter registration cards are only acceptable if they have a photo
  - Certain nonimmigrants who present a List A document, must also present additional documents to prove their work authorization in the United States - Additional information on the acceptable documents is [here](#)
6. When page two of the I9 is completed, **please upload copies of IDs / documents used** to finish the process. Only upload the documents necessary for Everify. Once page two is complete and the document are uploaded, this will send the I-9 to be e-verified. If you receive an error, please contact [everify@utk.edu](mailto:everify@utk.edu)
  - **Note:** A case number and “Authorized Closed” will populate when the I-9 has been successfully e-verified

7. Submit I-9 packet (E-verify history page, I-9, and documents) with any hire paperwork or hire e-form submitted to HR
8. Please **do not** use the I-9 Anywhere option – This could result in a \$120+ charge to use this service. If a remote I9 needs to be completed, please continue to use the Remote I9 process. Link to form and instructions [here](#)

**Please reach out to [everify@utk.edu](mailto:everify@utk.edu) with any questions.**