

HRNAVIGATOR

FREQUENTLY ASKED QUESTIONS: I-9 SERVICE CENTER

HOW DO I ACCESS THE I-9 SERVICE CENTER?

The link to access the I-9 Service Center is located under the Services and Links tab of your myNEU account.

WHAT IF MY LOG IN DOES NOT WORK?

If the I-9 Service Center link does not work contact the I-9 Coordinator at 617-373-8556.

HOW DOES A NEW HIRE ACCESS THE I-9 SERVICE CENTER TO COMPLETE SECTION 1?

New hires will receive two emails from the I-9 Service Center with their username and password. Please let the new hire know that one or both of these emails may go to their spam or junk folder.

WHAT HAPPENS IF THE NEW HIRE DOES NOT RECEIVE EMAILS TO ACCESS THE I-9 SERVICE CENTER?

If the new hire does not receive the emails to access the I-9 Service Center please confirm/update the email address listed in the I-9 Service Center on the employee details page and resend the emails. For detailed instructions see page 19 of the [Section 2 Administrator Handbook](#).

WHAT IF I HAVE AN EMPLOYEE THAT WORKS REMOTELY?

If you have a remote employee please submit the employee's date of hire, email address and zip code to I-9Help@neu.edu.

WHAT IF A NEW HIRE HOLDS F OR J IMMIGRATION VISA STATUS?

If a new hire holds an F or J immigration visa status, they will need to contact the Office of Global Services (OGS) to schedule an appointment to have the Form I-9 completed. OGS can be reached at 617-373-2310.

WHAT IF I HAVE A NEW HIRE THAT NEEDS NU SPONSORSHIP FOR WORK AUTHORIZATION?

If a new hire requires Northeastern University sponsorship for work authorization please contact the Office of General Counsel (OGC). OGC can be reached at 617-373-2157. OGC will complete the Form I-9 for all employees sponsored by Northeastern University, except those holding F or J immigration visa status.

WILL I BE NOTIFIED WHEN AN EMPLOYEE'S WORK AUTHORIZATION IS GOING TO EXPIRE?

The I-9 Coordinator will notify you when an employee's work authorization is going to expire. This information is also listed on your I-9 Service Center home page.

WILL I BE NOTIFIED WHEN AN EMPLOYEE COMPLETES SECTION 1?

An email notification is sent on the date of hire if the employee completed Section 1 of the Form I-9. You can also confirm that Section 1 is completed using the "Awaiting Section 2 Completion" report. For instructions on running the report please see page 17 of the [Section 2 Administrator Handbook](#).

WHAT IF A NEW HIRE DOES NOT HAVE A SOCIAL SECURITY NUMBER?

If a new hire does not have a social security number they can still complete Section 1 of the Form I-9. The Section 2 Administrator will complete Section 2 but will **not** submit the Form I-9 to E-Verify. The I-9 Coordinator will follow-up with the employee to ensure that the employee updates Section 1 of the Form I-9 with their social security number once received and then process E-Verify.

If you need assistance please contact the I-9 Coordinator at 617-373-8556.

WHAT IF I NEED TO CHANGE AN EMPLOYEE'S DATE OF HIRE?

To change an employee's date of hire please send an email with the new date of hire to your HR operations contact and to I-9Help@neu.edu.

DO I NEED TO UPLOAD COPIES OF AN EMPLOYEE'S IDENTIFYING DOCUMENTS?

Yes. You will need to upload copies of the employees identifying documents when completing Section 2 of the Form I-9.

WHAT IF AN EMPLOYEE RECEIVES A SSA/DHS TENTATIVE NON-CONFIRMATION CASE RESULT?

Contact the employee immediately to notify them that additional action is required and begin the process to resolve the case. For detailed instructions see page 16 of the [Section 2 Administrator Handbook](#).

If you need assistance please contact the I-9 Coordinator at 617-373-8556.

DO I NEED TO PRINT A COPY OF THE COMPLETED I-9 AND E-VERIFY CASE RESULT?

No. The employee's information will be stored in the I-9 Service Center.