

Form I-9
Instructions

MSS QUICK
REFERENCE GUIDE



HR Workforce Systems

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Form I-9 Instructions

This guide outlines instructions for reviewing and completing Form I-9 in Truescreen's i9Success.

1. Email Notifications

The following email is sent to new hires/re-hires asking you to complete your Form I-9 through Truescreen's i9Success website.

Subject: ACTION REQUIRED: Complete Your Form I-9

The University of Arizona has requested that you complete **Section 1 of Form I-9** through Truescreen's i9Success website as part of the pre-employment process.

This process requires you to **complete Section 1 of Form I-9** and meet virtually with an I-9 Specialist to verify your identity and work authorization document(s).

Please follow the steps below:

1. Verify your name above.

If your last name is incorrect, please contact University of Arizona Human Resources at workforcesystems@arizona.edu to have it corrected before proceeding.

2. Access the link: <<i9Success Link>>

If the link does not work, please copy and paste the URL into your browser:

<https://i9success.truescreen.com>

3. Create an account using the *Sign Up Now* button.

Note: If you already have an account with Truescreen, proceed to step 4.

4. Log in using your credentials.

- If prompted for your i9Success Code, enter: <<i9Success Code>>
- If prompted for a Case Reference Number, enter: <<CaseID>>

5. Complete Section 1 of Form I-9

As you complete Section 1, be sure to:

- Use your full legal name as shown on your Social Security card.

6. Upload your identity and work authorization document(s)

Follow the instructions provided on the i9Success website.

7. Meet virtually with an i9Success I-9 Specialist

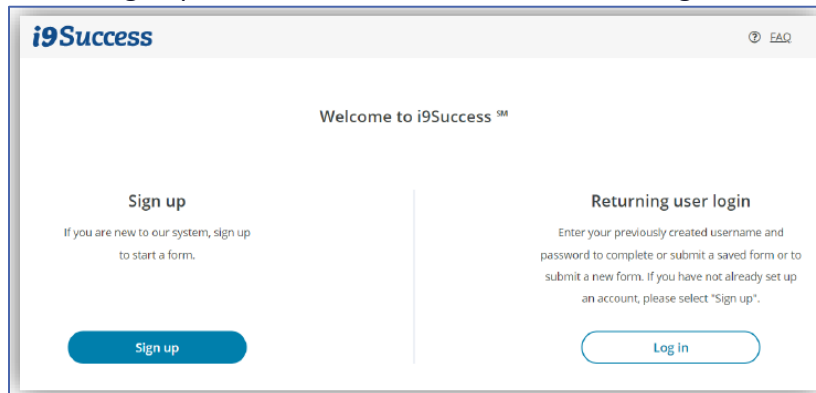
During the live video interaction, you must present your original identity and work authorization document(s) for verification.

For questions about the information, you are required to provide, please contact University of Arizona Human Resources at workforcesystems@arizona.edu or 520-621-3664.

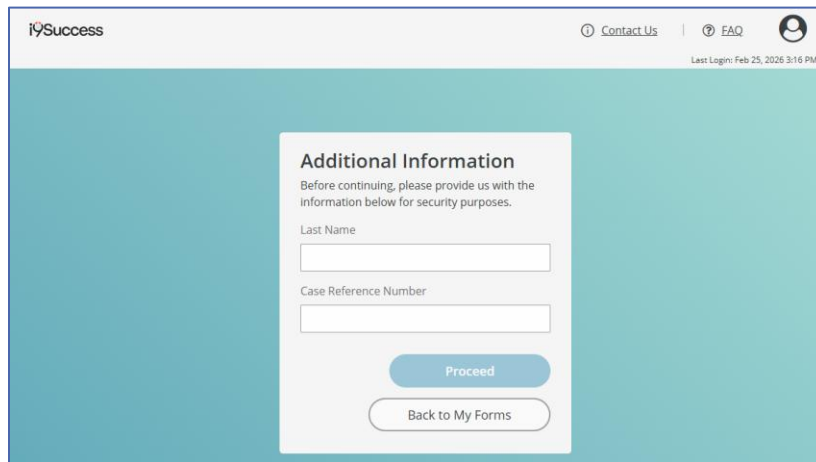
For technical issues accessing the i9Success website, please contact Truescreen's i9Success Team at 1-833-926-2157.

2. Employee Login

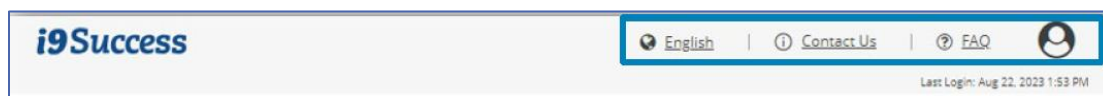
- a. Sign up for an i9Success account and then log in.



- b. After logging in, you will be prompted to enter your last name and the case reference number, which can be found in your email from Truescreen's i9Success.



- c. Upon logging in, you will be able to access languages, contact information, FAQs and account information.



3. Employee Expectations

You will need to be prepared for the following:

- a. You must have physical proof of identity and work authorization available to present during the live conference with the I-9 Specialist.
- b. You must be prepared to input details of your documents and can upload copies of your documents using a desktop, tablet or smartphone.
- c. You must be prepared for a live video conference. Ensure you have a working camera to complete the virtual meeting with the I-9 Specialist.

4. Complete Form I-9 process

All steps must be completed – please read carefully as the below information is important for successful completion of the Form I-9 process.



You will require the following:

- ✓ Be Prepared: You must have your physical proof of identity and work authorization available to present. [VIEW ACCEPTABLE DOCUMENTS](#)
- ✓ Electronic Entry & Document Upload: Be prepared to input details from your document(s) and upload copies using a desktop, tablet, or smartphone.
- ✓ Video Conference: Ensure you have a working camera to complete a virtual meeting with an I-9 Specialist.

Continue

STEP 1: Complete I-9 Form

1. Form I-9 – Section 1 (Employee Section)

The screenshot displays the i9Success web portal interface for completing Form I-9, Section 1. The page title is "I-9 Form - Section 1" and it includes instructions: "Please fill out and sign Section 1 of Form I-9." The header features the i9Success logo, a "YOUR LOGO HERE" placeholder, and navigation links for "English", "Contact Us", and "FAQ". The user's last login is noted as "Jan 10, 2017 10:28 AM".

The left sidebar contains a "Subject's Sections" menu with options: "I-9 Form - Section 1" (selected), "I-9 Acceptable Documents", and "Document Upload". Below this are "Review Summary", "Submit Forms", and "Confirmation" buttons.

The main content area is titled "I-9 Form - Section 1" and includes the USCIS logo and text: "Employment Eligibility Verification, Department of Homeland Security, U.S. Citizenship and Immigration Services". It also states "USCIS Form I-9 OMB No. 1615-0047 Expires 07/31/2025".

A yellow "START HERE" banner contains the text: "Employers must ensure the form instructions are available to employees when completing this form. Employers are liable for failing to comply with the requirements for completing this form. See below and the [Instructions](#)." Below this is the heading "Section 1. Employee Information and Attestation" with the instruction: "Employees must complete and sign Section 1 of Form I-9 no later than the first day of employment, but not before accepting a job offer."

The form fields are as follows:

- Last Name (Family Name)*: Public
- First Name (Given Name)*: John
- Middle Initial*: Q N/A
- Other Last Names (if any)*: Johnny Public N/A
- Address (Street Number and Name)*: 1 Main Street
- Apt. Number*: N/A N/A
- City or Town*: Orlando
- State*: Florida
- ZIP Code*: 32830

- All required fields must be entered.
- Click on the question mark icon for additional guidance.
- It is important that you enter the accurate information for your last name (family name). If the information is inaccurate, it will cause E-Verify processing delays.
 - If you have two last names or a hyphenated last name, include both names in this field.
 - If you only have one name, enter it in the Last Name field, then enter "Unknown" in the First Name field. You may not enter "Unknown" in both Last Name and First Name field.
- If you are a non-resident/international employee who has not obtained a Social Security number, select the "**I have not been issued an SSN**" box.
- You are required to provide your social security number as soon as you receive it.
- Electronically sign Section 1 of the I-9 Form and indicate if a preparer or translator was used (If preparer or translator was used, additional information will be required.)

2. I-9 Acceptable Documents – Review and acknowledgement required

I-9 Acceptable Documents

You will be required to present certain documents when completing the I-9 with your Document Witness. You can view the list of acceptable documents [here](#).

LIST A Documents that Establish Both Identity and Employment Authorization	OR	LIST B Documents that Establish Identity
1. U.S. Passport or U.S. Passport Card		1. Driver's license or ID card issued in a State or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, color, and address
2. Permanent Resident Card or Alien Registration Receipt Card (Form I-551)		2. ID card issued by federal, state or government agencies or entities, provided it contains a photograph and information such as name, date of birth, and address
3. Foreign passport that contains a temporary I-551 stamp or temporary I-551 printed notation on a machine-readable immigrant visa		
4. Employment Authorization Document		

I, have reviewed the above list of acceptable identification documents.

3. Document Selection – employee selects documents to verify

- a. You will be able to select the applicable documents available from the document selection screen.

Document Selection

Citizenship/Immigration Status: 1. A citizen of the United States

Please select which documents you would like to use to complete your Form I-9 task. You may select more than one document.

You must have a physical copy of these documents available to show the Document Witness during the inspection.

List A | Identity and Employment Authorization

U.S. Passport U.S. Passport Card

List B | Identity

Canadian Driver's License Clinic, doctor or hospital record Day-care or nursery school record

- b. You will be prompted to scan and upload documents (front and back pages for double-

sided documents).



Subject's Sections (3/3)

Document Title 1 *



U.S. Passport Card

Receipt

Front Page of Document *

 [sample.bmp](#) (47.3 KB)  [Remove](#)

Back Page of Document *

 [sample.bmp](#) (47.3 KB)  [Remove](#)

[Save & Continue](#)

[Back](#)

4. Employee Reviews Summary and Submits Form

a. Review form for accuracy and completeness

Applicant's Sections

- ✓ I-9 Form - Section 1
- ✓ I-9 Acceptable Documents
- ✓ Documents to Verify
- ✓ Provide Document Witness

Review Summary

Now is the time to review your work for accuracy and completeness. To change any of the information you have entered, click the "Edit" button.

When you are satisfied with the information entered, you can click the "Continue" button to move to the next screen.

I-9 Form - Section 1

Last Name (Family Name)	Public
First Name (Given Name)	John
Middle Initial	Q
Other Last Names (If any)	Johnny Public
Address (Street Number and Name)	1 Main Street
Apt. Number	N/A

[Edit](#)

Submit Forms

Confirmation

5. Submit Form

Applicant's Sections

- ✓ I-9 Form - Section 1
- ✓ I-9 Acceptable Documents
- ✓ Documents to Verify
- ✓ Provide Document Witness

Submit Forms

You have the option to go back and review the information you have supplied for accuracy and completeness by clicking the "Review Summary" link on the side panel.

If you are satisfied with the information that you have supplied, please read and acknowledge the following: I certify that I have provided all information, and answered all questions, truthfully, correctly, and completely in accordance with the instructions provided.

By clicking "Submit Forms", I acknowledge and agree that I have provided complete, correct and truthful information on all pages included in this Data Collection process.

[← Back](#)

[Submit Forms →](#)

Once you have submitted the form, you will see the Forms Status marked as "In Progress."
Additional steps are pending.

STEP 2: Join a secure live video conference with an I-9 Specialist

1. Live video conference expectations

- a. You are required to attend a live video conference with an I-9 Specialist.
- b. Business hours availability: 8 a.m.- 8 p.m. (EST) – Monday through Saturday
- c. During the conference, you must present the same documents you uploaded in Section 1 of Form I-9.
- d. The I-9 Specialist will confirm identity and documentation.
- e. Be able to "**Join Queue.**"

The screenshot shows a web interface for the I-9 Specialist portal. On the left, there is a sidebar with a 'Subject's Sections' menu containing 'I-9 Form - Section 1', 'I-9 Acceptable Documents', and 'Document Upload', all with checkmarks. Below this are 'Review Summary', 'Submit Forms', and 'Confirmation' buttons. The main content area has a heading 'You're almost finished! Please follow the additional instructions below.' and a 'Next Step: Meet with your I-9 Specialist.' A light blue box contains instructions: 'Meet with your I-9 Specialist', 'Click "Join Queue" to enter a secure video conference waiting room. An I-9 specialist will join you as soon as possible.', 'Click "Schedule Meeting" to select the time slot that suits you best.', and 'By clicking "Join Queue" you consent to audio and/or video recording in accordance with our Privacy Policy. If you do not wish to be recorded, please do not click "Join Queue" and contact your employer immediately.' Below this, a box states: 'You may choose to join a **live queue now**, or **schedule an appointment** at your convenience. Our team is available from 8 AM to 8 PM ET Monday through Saturday.' At the bottom of this box are two buttons: 'Join Queue' (highlighted with a red box) and 'Schedule Meeting'. At the very bottom of the page are 'Back to My Forms' and 'Log Out' buttons.

- f. If the "**Join Queue**" link is disabled, please try again during normal business hours (business hours are 8 a.m.- 8 p.m. (EST) – Monday through Saturday)
- g. If it is outside of business hours, you do not have your physical documents or you do not have access to a camera, you can log in later and select "**Join Queue.**"

NOTE: To ensure efficient processing, you must meet all the requirements listed below. Failure to do so will result in termination of the call with the I-9 Specialist.

- Microphones and camera must be enabled/available.
- Have physical identification and employment authorized documents. You will be asked to show your documents to the I-9 representative via the live conference; photocopies or digital pictures are **NOT** accepted.
- Close all non-browser applications prior to joining the call.
- Join in a private, well-lit space where you can remain during the duration of the conference, without interruptions.

STEP 3: Truescreen's I-9 Specialist Review and Approval

1. I-9 Specialist Inspection

- a. You will be asked to physically hold up the documents to the camera.
- b. I-9 Specialist will compare the documentation provided via live video conference to the documents uploaded in Section 1 and confirm that the documentation provided belongs to you and appears to be reasonably genuine.
- c. If information on section 1 of Form I-9 is incorrect, the I-9 specialist may close the session to allow you to return to the i9Success platform and correct the information. You will need to start a new live conference with an I-9 Specialist by clicking the "Join Queue" button again.
- d. If documents provided are invalid, the I-9 specialist may close the session to allow you to return to the i9Success platform and upload the correct documents. You will need to start a new live conference with an I-9 Specialist by clicking the "Join Queue" button again.
- e. If the I-9 Specialist finds that the employee is unable to present the documents they uploaded, or the information does not match the presented documentation, they may reject the documents.
- f. Once the I-9 Specialist verifies the I-9 Form section 1 and the employee documents, they will complete/approve Section 2 of the I-9 Form.
- g. Once completed, the employee will see their form status marked as "completed." The E-Verify case can now be completed by Truescreen. No additional action is needed by you.