Frequently Asked Questions For I-9 Completion

1. Can I go into the system and partially complete my I-9 and then return later to finish it at a later time?

   Yes, log in again with your password.

2. The system asks me to enter a Pin to electronically sign my I-9. Is this the same Pin we received in the email to log in to the system?

   No, this is a separate 4 digit number that the system gives you at a certain point in the process. The first pin you received in the email is used to log in to the system only. See below for additional info.

3. Where do I get the "Pin" to electronically sign my I-9 when it is complete?

   After you've completed filling out and viewing your electronic I-9, at the bottom of the screen will be a "Check Form" button. Once you have clicked this, then and only then will you receive instructions on how to access your new Pin to sign your I-9 electronically.

4. Will I ever need this second pin after signing my I-9 electronically?

   No; the only pin you will want to keep is the first one so that you may log in at any time to review your I-9. The second one is only used at the time you sign your I-9 electronically.

5. How do I know if I have completed all of the required steps? Am I supposed to set up a meeting with Sue as it says at the end of the process?

   After you have selected your documents that you will bring to verify your I-9 and have clicked the "Go to Step 4" button at the bottom of the screen, it will mention setting up an appointment with Sue Ewing to verify your documents. Ignore this in its entirety. The date listed should also be ignored. At this point, you are done in the system and can log out safely. From here, follow this link:

   http://www.jlab.org/div_dept/admin/HR/employment/everify.html

   to find a time and place to bring your documents to one of our Temporary Document Centers.

6. If I presented these documents at my new hire orientation and they were verified by HR then, do I still need to present the documents again?

   Yes; during orientation we did not make copies of your documentation, which is now a requirement for the I-9/E-Verify system.

7. My internet browser cannot access any of the links that lead to additional information such as help and instructions. What should I do?

   Unfortunately, with as many individuals trying to access these links at this time, the system is inundated and may time out. This does not affect the I-9 process, only the extra help links. If you have trouble accessing these links, please wait temporarily and try again later. If you need immediate assistance, contact Sue Ewing at x7687.

8. There are fields to fill out that have an asterisk next to them like "employee id number"; do I have to fill those out?

   No, the fields with the asterisks are optional and not mandatory.

9. I received the email that was supposed to contain my password to log in, but it was blank. Why is this?

   If you were hired after October 1, 2010, this will be the case and you have already completed the proper I-9 form online.

10. Can I submit a birth certificate from Puerto Rico?

    We cannot accept birth certificates from Puerto Rico issued before July, 2010 as all birth certificates before that date were recalled and canceled by the government of Puerto Rico and new ones are being re-issued upon request after July, 2010.