

Guide

I-9 Anywhere®

Virtual Completion Quick Reference Guide For Employees.



What are step-by-step instructions for loading documentation using the camera?

- 1 Select the document name from the drop-down list on the screen.
- 2 Use the 'Choose File' button to select the image file of the document to upload. The image file must be a TIF, GIF, JPG, JPEG, or PDF file. Please make sure documentation is clear and that your information is easy to see.
- 3 Click the 'Attach' button.
- 4 The document you attached will display and ask you to confirm that the document is correct.
- 5 Attach the next document (if applicable).
- 6 When all of your documentation is uploaded click the 'Finished' button. The maximum file size you can upload is 5109 KB.



IMPORTANT: The documentation you attach will NOT be saved until you click 'Finished'. Do not click the 'Finished' button unless you have attached all of the required documentation.

Need more help? Here is a video that will show you how to attach your documentation:

https://www.i9express.com/demos/employee_documentation_upload_virtual_alternative_procedure/

What instructions will I get before the video call?

We will ask you to go to a quiet, well-lit room and to make sure your microphone and camera are on. A chat window will open where the next available agent will send a video meeting link.

I'm having trouble uploading my documents.

Make sure that the file size is not over 5109 KB in size. The image file must be a TIF, GIF, JPG, JPEG, or PDF. If you're still having issues with the device, please try a different device.

The documentation I uploaded was incorrect, expired, illegible, or a copy of the original.

You should get a link in your email that you can use to restart the process. If you are already in the system, you can restart the process from the beginning.

I can't turn on my camera or connect to video.

Please try another device that has access to a camera.



What do I do if my system freezes or times out?

Make sure the browser you're using is up to date. Clear the history, cache, and cookies, then close all tabs/sessions and try again.

I cannot complete my video call because I'm driving in a vehicle.

We are concerned about your personal and public safety. We highly recommend that you are not driving while on a video call.

I cannot hear the audio.

Check your audio settings on your device or try another device. You can still complete the call through the chat with the Agent if you have no sound.

My video session dropped during the call.

You will need to start over if the I-9 was not completed before the video session ended.

I do not have a camera on my device.

You will need to use a device that allows both audio and video.

I cannot connect to chat.

Try clearing your cache and cookies. You can also try another browser like Google Chrome. Or try logging out and starting over. Please note it typically should only be a few minutes of wait time before an Agent contacts you in chat.

What times and days are agents available?

Agents are available Monday - Friday 7:00 am - 6:00 pm CST, except on holidays.

How do I proceed if I only have receipts to present?

You should see the option to check the receipt box. ([USCIS.gov](https://uscis.gov))

How do I reset my password?

Ask your HR department to reset your password.

What problems could an outdated browser cause?

You could have trouble connecting or logging in. Also, you might not be able to add a signature on Section 1.

For any further questions, please reach out to your employer.

This content intends to give you general information. We are not giving you any tax, benefits, or legal advice. For specific information about your organization and its needs, consult your own tax advisor, legal counsel, or other appropriate representative.