Submission Form I-9 Questions with Answers

Document Submission & Verification

Q: Will we have access to uploaded documents? Typically we also add employees to UT Drivers when they complete their I-9 in person, if applicable.

A: Documents uploaded to Equifax will be visible by I-9 Partners.

Q: The chat box during the section 1 document verification with an Equifax agent said "try again later" when an agent wasn't available. How do candidates "try again?"

A: Candidates should keep trying until they reach an Equifax agent. If unsuccessful after multiple attempts, contact the departmental I-9 Partner for alternative Form I-9 completion methods.

Q: In the past, our practice has been to view the employee's Social Security card but not scan it into Workday. Can you confirm that with this new process, that will no longer be the case and a copy of the employee's Social Security card will now be attached to their I-9?

A: Form I-9 acceptable documents should not be stored in Workday. All documents must be reviewed and validated to complete Section 2.

Q: How can employees start work if the govt shut down is preventing work authorization confirmation?

A: The employer remains obligated to complete Form I-9 within the federally mandated time frame.

Q: What will the UT policy be for document verification with regards to uploading social security cards?

A: The UT policy will be aligned with Equifax practices. For further guidance, please refer to the Equifax training video.

Q: When rehiring, are we still going to have the option to initiate a new section 1. I tend to go and look at their uploaded documents in Workday and verify the information in section 1. If all is correct, I sign off and do not initiate. If the documents are not uploaded, I initiate another one. Will the uploaded documents from Equifax, will it also go into WD? Hope that makes sense.

A: Rehires need a new I-9. Workday prompts the I-9 Partner to send the Equifax link to the employee. Manage all I-9 documents and status in Equifax only; do not store or upload them in Workday or on your computer.

Q: I noticed during the training that when we reviewed the "SSN Applied For" section, there wasn't an option for the I-9 partner or the employee to upload a copy if we choose to send

them the email to complete it themselves. Once the employee receives the hard copy of their Social Security card, is a copy required to be uploaded at that point?

A: Employees must apply for their Social Security Number (SSN) prior to completing Section 1. For Noncitizens Authorized to Work who do not yet have an SSN, select 'SSN Applied For' in Section 1 and attach the SSA receipt. If an employee selects 'SSN Applied For', they are required to attach the SSA receipt and will have 45 days to update Section 1 with their SSN. Section 2 should be completed once the SSN is received, which is an exception to the standard 3-business-day requirement. Unrestricted Social Security cards are not acceptable as List C documents.

Click here for information on applying for a Social Security Number.

Q: Can a parent or legal guardian join a virtual section 2 meeting in order to show original documents on behalf of a student employee?

A: No, the United States Citizenship and Immigration Services (USCIS) mandates that employees present their original documents for verification.

Q: I am an I9 partner for the Dell Medical School - what happens if a candidate has started and completed Section 1, but we are waiting for their SSN, so the Section 2 hasn't been completed - does that pull over to the Equifax/Workday or is it reset?
- How do we know who is completing the I9 process either us as the I9 Partner or Equifax agent?
- We go over the E-Verify method in our new hire meetings every Monday at 10am and 2pm, is there material, trainings, slides that we can have access to so that we are able to update our training guides for the new hires. We have a group starting on Monday 10/13.
- On 10/13, does this new process go active or is it active to just the I9 partners? Meaning, are new hires expected to complete in the Equifax/Workday environment next week or how does that work?

A: Incomplete or unauthorized Form I-9s in Workday as of Monday 10/13 must be reinitiated in Equifax. The I-9 Partner should send the employee an Equifax quick start link for their location and explain the need to start a new I-9 in Equifax. After section 2 is complete, add this comment: *"Original I-9 was initiated in Workday; Section 1 was completed on time. New I-9 launched due to transition to Equifax I-9 Management System on Oct. 13, 2025."*

The HR Service Center will cancel the I-9 process in Workday once the employee has started their I-9 in Equifax.

Q: Can you show us what the "acceptable documents" page looks like for international employees? Slides with screenshots would be helpful.

A: Use documents from the USCIS List of Acceptable Documents. E-Verify employers need a photo ID (List B with photo plus List C, or a photo List A document).

List of Acceptable Documents

Equifax Portal Access & User Roles

Q: Regarding employees with multiple jobs: Will our CSU be able to view a new hire's I-9 status when their primary position in Workday is with another CSU?

No. Workday sends the To Do to the I-9 Partner only when an I-9 is required. For any questions, please contact HRSC.

Q: Do each of our I-9 partners receive an email on Monday, October 13 with individual log in portals? Or is there one log in link sent to the CSU identified inbox?

A: I-9 Partners use a single SSO login for Equifax. Quick start location links for candidates are available on the Additional Details tab of the Dean/VP Supervisory Organization or by running the Equifax Locations, Emails, Users - RPT1197 report.

Q: How do we sign-up for an Equifax account so that we can access the dashboard and be able to launch the I9?

A: I-9 Partners need to be added to the CSU Dean/VP Supervisory Organization to access Equifax I-9 Management. Assigning or removing the I-9 Partner role at that level controls access.

Q: If an employee is transferring from one CSU to another without break in service. Will the receiving/hiring CSU have visibility into the employee's I-9 on their first day? We used to receive a Workday task indicating whether or not they needed to re-verify documents. I'm thinking about timeline on notifying employees who may need to re-submit documents of expiring on time.

A: No. You will need to contact HRSC to verify the information on file and update the location as necessary.

General I-9 Process & Policy

Q: Will new hires be able to choose a physical appointment for I-9 section 2 completion if they would like to? Or will Section 2 be completed via virtual appointment only?

A: New hires may complete Section 2 with an Equifax agent online (I-9 Anywhere), in person at a campus location, or virtually with a UT I-9 Partner. Select the corresponding Equifax quick start link for your option.

Q: Who is handling termination date input in Equifax? How and when are those loaded, particularly for student populations?

A: Termination dates in Equifax will be handled centrally.

Q: Will the I-9 information translate to Workday?

A: I-9 information is not updated in Workday. Status and notifications are managed in Equifax.

Q: Do rehires need a new I-9 in Equifax, even if their I-9 in Workday I-9 is marked "employment authorized"?

A: All individuals rehired with a break in service of one day or more are required to complete a new I-9 in Equifax. Due to Equifax system limitations, UT does not use Supplement B for rehires.

Q: Will employees still receive the I-9 step in Workday?

Workday no longer handles the I-9 process. During onboarding, the I-9 Partner can either have Workday send the Equifax I-9 Anywhere quick start link to the employee via a To Do task or email the link outside of Workday.

Q: Do jobs need to be processed in Workday before the I-9 can be completed in Equifax?

A: I-9 forms may be completed up to six months before an employee starts, provided they have accepted a job offer and passed the background check.

Q: Why are we using Equifax to do I-9's rather than doing them ourselves?

A: UT uses Equifax, a secure online tool, to manage the I-9 process and comply with E-Verify requirements. Equifax centralizes initiation, document capture, and Section 2 completion, improving consistency and compliance.

Q: Will we be able to see in Workday if the I-9 is complete or will we only be able to see it in Equifax? Are we still getting Workday notifications when I-9's are not complete?

A: I-9 information is no longer updated in Workday. For employees who completed Form I-9 in Workday, please use the "All Workers with Work Authorization Expiration Dates - RPT0828" report to identify expiring documents and provide those employees with an Equifax quick start link

Q: Is there any language/wording that we should provide to new employees to direct them to the Equifax I-9 site and outline the new process?

A: Sample language for Welcome email: To complete your I-9, please log in to the Equifax I-9 portal. Ensure you have your acceptable I-9 documents prepared for uploading and available to present via video to an Equifax representative. Equifax representatives are available Monday through Friday, 7:00 a.m. to 6:00 p.m. Central Time, and Saturday, 8:30 a.m. to 5:00 p.m. Central Time.

Q: Hello, I am an I-9 Partner in Workday but will not be an I-9 Partner for Equifax. I am an HR Partner and other roles and work with our new hires to complete their onboarding. If I am not an I-9 Partner for Equifax, can I send the link for them to complete their Equifax I-9? Or, will a CNS-level I-9 Partner send the link? And, if it is not me sending it, how will I know what has been communicated to the employee who I'm helping through all other parts of their onboarding? And how will I know whether or not they complete their I-9?

A: Please reach out to your HR Executive for instructions.

Q: What do we do about email addresses that are not entered in an eid@eid.utexas.edu format? Is that going to create issues? My student employees are going to miss that information.

A: We will follow up with you directly for clarification.

Q: Where do the instructions tell students to upload front and back? That's not apparent from the "attach document" page.

A: Instructions for employees are within Equifax.

Q: If an employee needs to make a change to their Section 1, does the email give us an option to tell them what needs to be updated? Or do we have to email them separately with that information?

A: There is an option to send Section 1 back to the employee in Equifax but it will not highlight the error.

Q: Will there be a way for us to see when employees are meeting with an Equifax agent to complete Section 2? Also, what will the status show in the system?

A: I-9 Partners monitor Section 2 progress in the Equifax dashboard. It shows statuses such as 'Scheduled Appointment', 'Completed', 'No Show', 'Pending', and 'Incomplete'. Automated email notices are sent to for scheduled appointments, reminders, and no-shows. If Section 2 is not completed, the status remains 'Incomplete' and the employee should not begin working.

International Employees & Special Cases

Q: How should we proceed with completing I-9s for international students who completed Section 1 in Workday, but are waiting for their SSN?

A: Employees must apply for their Social Security Number (SSN) prior to completing Section 1. For Noncitizens Authorized to Work who do not yet have an SSN, select 'SSN Applied For' in Section 1 and attach the SSA receipt. If an employee selects 'SSN Applied For', they are required to attach the SSA receipt and will have 45 days to update Section 1 with their SSN. Section 2 should be completed once the SSN is received, which is an exception to the standard 3-business-day requirement. Unrestricted Social Security cards are not acceptable as List C documents.

Click here for information on applying for a Social Security Number.

Q: I would like additional information on the social security card process. Does an employee need to have the SSN application receipt to complete? What is the process when the employee receives their SSN for updating the I-9?

A: Employees must apply for their Social Security Number (SSN) prior to completing Section 1. For Noncitizens Authorized to Work who do not yet have an SSN, select 'SSN Applied For' in Section 1 and attach the SSA receipt. If an employee selects 'SSN Applied For', they are required to attach the SSA receipt and will have 45 days to update Section 1 with their SSN. Section 2 should be completed once the SSN is received, which is an exception to the standard 3-business-day requirement. Unrestricted Social Security cards are not acceptable as List C documents.

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Q: If the employee is waiting on an SSN, will they get pinged by Equifax? Will Equifax be the one to tell them how to get their SSN?

A: I-9 Partners are responsible for following up with the employee to enter there SSN in Equifax. Employees must apply for their Social Security Number (SSN) prior to completing Section 1. If an employee selects 'SSN Applied For', they are required to attach the SSA receipt and will have 45 days to update Section 1 with their SSN. Section 2 should be completed once the SSN is received, which is an exception to the standard 3-business-day requirement. Unrestricted Social Security cards are not acceptable as List C documents.

Click here for information on applying for a Social Security Number.

Q: Can International employees use the Supplement B process? Right now, all international employees need a new I-9 whenever their work authorization expires, due to E-Verify regulations.

Supplement B applies to Noncitizens Authorized to Work with work authorization documents that are expiring. To do this in Equifax, this process requires the employee to have a completed Form I-9.

Q: All your processes refer to the last 4 digits of the SSN. We cannot search Workday by SSN. If we get the list of SSN applied for with a name that has more than one Employee ID, we have no way of verifying the correct person with out their Employee ID.

A: Employees should be instructed to enter their UT EID in the Log In ID field within Equifax if it is not automatically prepopulated through the Workday integration. This will allow for accurate search and identification of the employee using the UT EID.

Q: For employees who have a break in service (ex. leaving in summer but returning in fall) can we lower their hours to 0, then increase the hours when they return to avoid all rehires from completing new I9s every year? Our most typical job codes are 0074, 0075, and 0076

A: This workaround will need to be discussed between HR and ET.

Q: Could you clarify what date F-1 students should enter as their "non citizen authorized to work until" date? Their I-94 says D/S, but their I-20 has an end date. This causes confusion for our students every year.

A: Students must enter the I-20 end date.

Q: For the cases that we need to move to Equifax (waiting on SSN, expiring I-9's), is the only way to initiate these through the external email link? Is there any way to have Workday send them the Equifax anywhere quick start link and feed their data to Equifax?

A: No. I-9 Partners will need to send the employee an Equifax quick start link by email.

Training, Support & Resources

Q: 1) For reverification we have to monitor the dates and initiate the process Equifax will not be the one initiating the process?
2) We thought equifax will take care of everything but looks like thats not the case, we are responsible for reverification, receipts etc. Plus our our employees assigned as I-9 partners can also complete I-9 so really Equifax reps are just an alternative? Please confirm.
3) Is there a training site so we can practice a few?

A: If the employee has a completed Form I-9 in Equifax, reverification notifications will be sent to the location's shared email. Run Equifax Locations, Emails, Users - RPT1197 report in Workday for that information.

Use the following I-9 Partner Resources: Equifax Connections, I-9 Management Support Guide, I-9 Anywhere Virtual Completion, and Supplement B training.

Connections (Create an account using your first name, last name, and email.)

How to use Connections: https://assets.equifax.com/ews/ucm/assets/how_to_use_connections.pdf

Q: This training is happening WAY too quickly. It's impossible to follow along.

A: The training was recorded and will be available to review on demand.

Additional training is available on the Equifax Connections site.

Connections (Create an account using your first name, last name, and email.)

How to use Connections: https://assets.equifax.com/ews/ucm/assets/how_to_use_connections.pdf

Q: Where do the special comments that were reference on the slides at HR Collaborate go? If the person does their section 2 with an Equifax agent, do we go in and add that note after it's done?

A: Comments for I-9s in Equifax are added in the I-9 Management system at the bottom of the employee detail page.

Verification Timeline & Compliance

Q: What is the integration with Workday again at the beginning of the session? The "pre-hire" in workday will have the SSN? Or do they have a workday inbox task to add that information into workday?

A: If UT does not have the employee's SSN, the employee will receive an Edit Government ID task in Workday to enter their SSN.

Q: Second question, faculty members don't necessarily enter DOB and SSN as part of their faculty hiring materials until they do their I-9 or background check. Will faculty populations only be able to use the "quick start link" or is it set up so that faculty members will have the SSN and DOB info integrated from workday before the I-9 launches?

A: All Faculty complete onboarding, which includes an I-9 Partner questionnaire to decide whether to send the Equifax I-9 Anywhere link via Workday or a quick start link through email.

Q: How would we update a start date after the I-9 launches to employee? For example, they have a 10/07 start date but end up not actually working until 10/13?

A: Please review recorded training from Equifax.

Q: I understand Equifax will be sending emails for employees to finish the I-9. When do we intervene? Policy is that it needs to be done by the third working day. I believe that has been the biggest issue we have.

A: I-9 Partners monitor Section 2 progress in the Equifax dashboard. It shows statuses such as 'Scheduled Appointment', 'Completed', 'No Show', 'Pending', and 'Incomplete'. Automated email notices are sent to for scheduled appointments, reminders, and no-shows. If Section 2 is not completed, the status remains 'Incomplete' and the employee should not begin working.

Q: If we rescind a hire in Workday, will that cancel/delete the I-9 case in equifax?

A: No. I-9 Partners can cancel incomplete Form I-9s in Equifax. For completed forms, contact HRSC to enter the Termination Date.

Q: Equifax covered how to complete reverifications/receipt updates/new SSN in person within our CSU. Is the campus expectation that our on-campus I-9 partners complete these, or should the I-9 partners defer the employees to Equifax agents?

A: I-9 Partners have the option to send employees the Equifax I-9 Anywhere quick start link.

Q: Will our new hires have the option to schedule in person appointments in Austin area for Section 2 completion?

A: New hires can complete Section 2 either virtually with an Equifax agent (I-9 Anywhere), in person with a UT I-9 Partner at a designated campus location, or virtually with a UT I-9 Partner. Use the appropriate quick start link for the chosen option.

Q: I have an I-9 pending for an international student that is awaiting for her Social Security Number. her start date was Monday October 6, I have reviewed her documents. Do you know if I had to cancel this I-9 and Equifax will launch it again? or what should I do?

A: ncomplete or unauthorized Form I-9s in Workday as of Monday 10/13 must be reinitiated in Equifax. The I-9 Partner should send the employee an Equifax quick start link for their location and explain the need to start a new I-9 in Equifax. After section 2 is complete, add this comment: *"Original I-9 was initiated in Workday; Section 1 was completed on time. New I-9 launched due to transition to Equifax I-9 Management System on Oct. 13, 2025."*

The HR Service Center will cancel the I-9 process in Workday once the employee has started their I-9 in Equifax.

Q: Messaging from HRLC was that we need to have a cleared background check prior to providing an offer, can we get confirmation that the proposed process is:

1) Background check cleared
2) Offer provided
3) Process I9
Thanks!

A: The requirements are: Background check cleared, <u>offer accepted</u> then process Form I-9.

Q: Once the email is sent to the worker via the to-do task in Workday, will Equifax send any automatic reminders if the worker takes no action?

A: No. It is the responsibility of the I-9 Partner to monitor the status of employee I-9s in Equifax.

Q: Is the expectation that if the I-9 is not completed within the first 3 days that the position needs to be terminated, or rescinded with a new start date to meet the 3 day window?

A: Section 2 must be completed within three business days of the employee's start date (e.g., start Monday ⇒ complete by Thursday). I-9 Partners ensure employees receive the Equifax link, monitor status, and take necessary actions such as reverification or pending SSNs. Employees who are unable to meet federal Form I-9 requirements cannot lawfully be employed.

Q: How will we verify I-9 completion for an employee that begins employment with a different CSU before their start date with our respective CSU? Will employees with multiple jobs on campus be required to complete a new I-9 for each of their paid on campus jobs?

A: You will need to reach out to HRSC to find out if the employee has completed their I-9 in another CSU. No employees do not need to complete a new I-9 for each of their paid on campus jobs.

Q: Did I hear correctly in HR Collaborative that Workday I-9 Partners need to run All Workers with Work Authorization Expiration Dates - RPT0828 right away/before Monday and that all the workers on the list will need to do new Equifax I-9s ASAP?
If so, this is something that all current I-9 Partners need to know ASAP if the RPT is no longer available 10/13.
And, I can run the RPT and alert all the employees in the sup orgs I support that they will need to complete new I-9s in Equifax in the near future, but then what? Do I send the RPT to an Equifax I-9 Partner for CNS and ask them to send the link and instructions to all of them?

A: Work Authorization Expiring Alerts have been disabled, and I-9 information will no longer be updated in Workday. Send one of the UT quick links for your location to the employee explaining the need to initiate a new I-9 in Equifax. Upon completion of section 2, add this comment: "*New I-9 launched due to University moving to Equifax I-9 Management System on Oct. 13, 2025.*" This will ensure that you receive alerts from Equifax when work authorizations are expiring.

Q: This is regarding when a new I-9 will be needed. Example scenario: someone holds a paid position AND an affiliate position (any of the "A" non-employee titles) and has an I-9 on file in Workday or in Equifax. The paid position ends, while the affiliate position persists (the employee is not terminated from Workday and for a period of time only holds an affiliate position), then another paid position begins, while the "worker" is still active in Workday. Would a new I-9 need to be done?

A: Yes. The I-9 Partner will get a To Do to send the Equifax quick start link to the employee because they are moving from an unpaid position to a paid position.

Q: Can we have a list or screenshots of what the employee needs to enter in section 1 if we send them the link via email outside of Workday? To ensure we prepare the employee and arm them with what they need to know. (as I recall from the Equifax training there were things about their job such as title/profile, start date...)

A: Please see the Equifax training video.

Q: When hourly workers don't have their documents ready within 3 business days (somewhat common with students), we tell them they can't start working and then when we do the I-9 section 2 we would put their actual start date on the form rather than their hire effective date in Workday. I believe I saw in the Equifax training/demo that we could change the start date on the I-9 after it was completed by an agent. Is that what we need to do in a case like this? Of course the student having not started working is key.

A: I-9 Partners have the ability to change the start date in Equifax.