



# Executive Summary

## **New and Revised E-Verify Memorandums of Understanding Wednesday, December 11, 2013 and Thursday, December 12, 2013**

### **Overview**

On Wednesday, December 11, 2013 and Thursday, December 12, 2013, the U.S. Citizenship and Immigration Services (USCIS) Customer Service and Public Engagement Directorate (CSPED) and the Verification Division hosted stakeholder teleconferences to introduce new and revised E-Verify Memorandums of Understanding (MOUs). More than 1000 participants joined USCIS subject matter experts as they introduced the new MOUs, discussed the revisions to the existing MOUs and responded to stakeholder questions.

### **Teleconference Highlights**

- E-Verify has revised its three existing MOUs to focus on browser users and launched three additional MOUs for employers and employer agents that develop or use web services to access E-Verify.
- The new and revised MOUs have a revision date of June 1, 2013. The revision date may be found at the bottom of each MOU page. The MOUs may be found on the E-Verify [website \(www.dhs.gov/e-verify\)](http://www.dhs.gov/e-verify) in the Memos section of the Publications link or in E-Verify under “View Essential Resources.”
- The E-Verify enrollment process does not change with the release of the new MOUs. New users will continue to review and execute the new or revised version of the MOU that applies to their access method during enrollment. The effective date of the MOU for new users is **December 8, 2013**.
- Existing users do not need to execute a new MOU, but are bound by any and all enhancements to the E-Verify program, including the new or revised MOU that applies to their access method. The effective date of the MOU for existing users is **January 8, 2014**.
- E-Verify strongly encourage existing users to review and become familiar with the new or revised MOU that applies to their access method. E-Verify Employer Agents and Employer Agents using Web services should make their Employer clients aware of the new and revised MOUs and ensure their Employer clients have access to the appropriate MOU for their access method.

- All of the new and revised MOUs include improved language and organization to make them clearer and easier to understand including:
  - MOU titles that clearly identify the access method to which the MOU applies
  - More plain language, active voice and reorganized content
  - Bullets have been changed to letters and numbers to make searching and citation easier
  - Lengthy sections have been broken up
  - Several updated provisions, such as enhanced privacy protections and instructions for reporting privacy and security breaches.

**Employer Resources**

E-Verify encourages employers to visit the [For Employers](#) section of the E-verify website. Some of the most frequently accessed resources are listed below. Employers are also encouraged to subscribe to E-Verify for updates and additional tools and resources.

Resource	Description
<a href="#">Memos</a>	Access the new/revised MOUs and <a href="#">fact sheet</a> .
<a href="#">Take a Free Webinar</a>	Access to various interactive webinars provided by E-Verify. Employers can also request customized webinars.
<a href="#">Employer Contact Page</a>	E-Verify Customer Support is available to assist E-Verify users with many of their common concerns including, password resets, assistance with cases and technical support. Also, customer support representatives can answer questions about E-Verify policies and procedures, Form I-9 and employment eligibility. They are available Monday through Friday, from 8 a.m. to 5 p.m. local time, except on federal holidays by calling 888-464-4218 or email at <a href="mailto:E-verify@dhs.gov">E-verify@dhs.gov</a> .
<a href="#">Updated User Manuals</a>	This link provides direct access to the user manuals and other resources available.
<a href="#">E-Verify Enhancements</a>	This section highlights many of the changes E-Verify has made to the program and includes links that will help users learn more.