UNIVERSITY SYSTEM OF GEORGIA

Organizational Effectiveness

OneUSG Careers
Compliance Center Job Aid
SSC Security Admin Version v1.1
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About This Job Aid

This job aid is designed to help USG web managers perform common tasks inside Compliance Center’s Web Manager view. Each job aid is tailored to a specific user role within the system and provides step-by-step instructions on tasks available to that role.

Be advised that business processes associated with Compliance Center that exist outside the system itself are considered out of scope for purposes of this document.

About This Role

The **SSC Security Administrator** User Role is a highly specialized role available to USO staff only. It is designed for Shared Services Center Security Administrators who manage all web manager accounts/access inside our instance of Compliance Center.

SSC Security Administrator is the only user role with access to **Compliance Center’s** user management capabilities. This allows it to create new web managers, determine their levels of access within the system, and set the Location(s) they have access to.

SSC Security Administrator has limited **I-9 Management**. It can only search and view Form I-9 information for an Institution’s new hires. It cannot edit or otherwise interact with Form I-9.

System Roles:
- HRXRole (Compliance Center): SSCSecurityAdmin
- UserRole (I-9 Management): EmployerSuperUser
- Location: All USG Institutions
Log in to Compliance Center

Access Compliance Center’s web manager interface using your Institution’s Single Sign On (SSO) credentials.

1. Go to the Compliance Center web manager URL:
2. Select your USG Institution from the USG Single Sign on Authentication page.
3. When prompted, enter your Institution SSO login and password.
4. Complete your institution’s two-factor authentication procedure.
5. You will be redirected to the red/gray Compliance Center web manager interface.

Notes:
- Users already logged into an authenticated SSO session with another OneUSG system (ex: OneUSG Connect) will skip steps 2-4.
- Link to DEV environment:
  - [https://ct2.federationx.talx.com/ClaimsAwareHelperCT2/?whr=https://idpproxy-dev.usg.edu/idp/shibboleth&wctx=HRXWebManager](https://ct2.federationx.talx.com/ClaimsAwareHelperCT2/?whr=https://idpproxy-dev.usg.edu/idp/shibboleth&wctx=HRXWebManager)
Search Employee

Use search criteria to locate a new hire’s onboarding packet.

1. **Log in to Compliance Center**
2. **Click Search Employees**
3. **Enter search criteria:**
   a. Last 4 of SSN
   b. First Name (partial values acceptable)
   c. Last Name (partial values acceptable)
4. **Click View**

5. **Search results will display the following:**
   a. Name / Social Security Number: (last 4 digits only)
   b. Location / Position: (Institution or Department / STANDARD)
   c. Creation Method / Creation Date: Manual or Batch / Timestamp of packet creation)
   d. Start Date / Status (New hire start date / new hire’s current progress through onboarding process)

Notes:
- You will only see search results for new hires in your Location(s).
- New hire name / last 4 of SSN will display as a different color in search results if you have previously viewed them.
View Workflow Summary

View summary of all packets in your Location, by current Packet Status.

1. Log in to Compliance Center
2. Click Workflow Summary
3. Enter Filter by criteria:
   a. Workflow Date: All packet states
   b. Creation Date: Date of packet creation
   c. Start Date: New hire start date
4. Set Begin Date and End Date to refine search
5. Click View
6. Click green + to expand individual packet status

Notes:
- You will only see search results for new hires in your Location(s).
# View Packet Summary

View a summary of new hire employee information and packet information.

1. **Search Employee**
   2. Click name / last 4 of SSN of new hire
   3. **Packet Summary** tab will display by default
      a. **Employee info:**
         i. Login ID: system-generated new hire login for Employment Center
         ii. Social Security Number: last 4 digits only
         iii. Full Name: From Create Packet process or Personal Information document
         iv. Street Address: From Create Packet process or Personal Information document
         v. Telephone Number: From Create Packet process or Personal Information document
         vi. E-mail Address: From Create Packet process or Personal Information document
         vii. Location: Institution or department name. From Create Packet process
         viii. Position: will always show as STANDARD
         ix. Hire Type: New hire packet template. From Create Packet process.
         x. Start Date: New hire start date. From Create Packet process.
      b. **Packet Info:**
         i. Creation Date: Timestamp of packet creation.
         ii. Created By: Name of web manager who created packet
         iii. Creation Method: Manual or Batch
         iv. Workflow State: New hire’s progress through onboarding process
         v. Tax Credit Eligibility
         vi. I-9 Status
Notes:

- You will only see search results for new hires in your Location(s).
- All system timestamps are in **Central Standard Time (CST)**
View Onboarding Document

View all selections / data entered by a new hire on a specific onboarding document.

1. **View Packet Summary**
2. **Click on Documents**
3. **Click View** next to onboarding document you wish to see
4. You will see a snapshot of the document, complete with all new hire selections and data
5. **Click Return to Summary** when finished
<table>
<thead>
<tr>
<th>Policy/Category</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Sexual Misconduct Policy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Foreign National (GLACIP)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Worker’s Compensation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Affordable Care Act</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Family Medical Leave Act</td>
<td></td>
<td></td>
</tr>
<tr>
<td>University System of Georgia Ethics Policy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-Discrimination and Anti-Harassment (NDAA) Policy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Workplace Violence Policy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Motor Vehicle Records</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Policy on Alcohol and Other Drugs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Computer Use Policy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>General Work Rules</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Data Stewardship and Classification Standard</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Right to Know</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Benefits and Retirement</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Retirement Status</td>
<td></td>
<td></td>
</tr>
<tr>
<td>General Data Protection Regulation (GDPR)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Onboarding Documents complete</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Notes:
- You will only see onboarding documents available to your specific User Role.
View Activities Log

View a chronological list of actions taken by the new hire (or the system) on an onboarding packet. Useful for troubleshooting.

1. **View Packet Summary**
2. **Click on Activities**
3. Activities Log will display the following:
   a. **Activity:**
      i. A system-generated event, usually an email notification to the new hire
      ii. An action taken by the new hire, usually completion of an onboarding document
   b. **User:**
      i. <blank> for system activity
      ii. First Name / Last Name for new hire activity
   c. **Date / Time: (CST)**

<table>
<thead>
<tr>
<th>Activity</th>
<th>User</th>
<th>Date/Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>&quot;Your Georgia Southern New Hire Documents are Ready&quot; Employee Email Sent to <a href="mailto:mark.zimmer@ug.edu">mark.zimmer@ug.edu</a></td>
<td>Brad Pitt</td>
<td>3/3/2020 3:55 PM</td>
</tr>
<tr>
<td>&quot;Your Georgia Southern New Hire Documents are Ready&quot; Employee Email Sent to <a href="mailto:mark.zimmer@ug.edu">mark.zimmer@ug.edu</a></td>
<td>Brad Pitt</td>
<td>3/3/2020 3:55 PM</td>
</tr>
<tr>
<td>Further Action Is Required? Employee Email Sent to <a href="mailto:mark.zimmer@ug.edu">mark.zimmer@ug.edu</a></td>
<td>Brad Pitt</td>
<td>2/19/2020 11:25 AM</td>
</tr>
<tr>
<td>Benefits and Retirement Saved</td>
<td>Brad Pitt</td>
<td>2/19/2020 11:33 AM</td>
</tr>
<tr>
<td>Data Stewardship and Classification Standard Saved</td>
<td>Brad Pitt</td>
<td>2/19/2020 11:33 AM</td>
</tr>
<tr>
<td>General Data Protection Regulation (GDPR) Saved</td>
<td>Brad Pitt</td>
<td>2/19/2020 11:33 AM</td>
</tr>
<tr>
<td>General Work Rules Saved</td>
<td>Brad Pitt</td>
<td>2/19/2020 11:33 AM</td>
</tr>
<tr>
<td>Onboarding Documents Complete Saved</td>
<td>Brad Pitt</td>
<td>2/19/2020 11:33 AM</td>
</tr>
<tr>
<td>Retire Status Saved</td>
<td>Brad Pitt</td>
<td>2/19/2020 11:33 AM</td>
</tr>
<tr>
<td>Right to Know Saved</td>
<td>Brad Pitt</td>
<td>2/19/2020 11:33 AM</td>
</tr>
<tr>
<td>Affordable Care Act Saved</td>
<td>Brad Pitt</td>
<td>2/19/2020 11:32 AM</td>
</tr>
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<td>Computer Use Policy Saved</td>
<td>Brad Pitt</td>
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<td>Workplace Violence Policy Saved</td>
<td>Brad Pitt</td>
<td>2/19/2020 11:32 AM</td>
</tr>
<tr>
<td>Foreign National (GLACIER) Saved</td>
<td>Brad Pitt</td>
<td>2/19/2020 11:31 AM</td>
</tr>
<tr>
<td>Georgia Southern University Non-Disclosure Agreement Saved</td>
<td>Brad Pitt</td>
<td>2/19/2020 11:31 AM</td>
</tr>
<tr>
<td>Provisional Period Notice Saved</td>
<td>Brad Pitt</td>
<td>2/19/2020 11:31 AM</td>
</tr>
</tbody>
</table>

**Notes:**
- You will only see onboarding documents available to your specific User Role.
- All system timestamps are in **Central Standard Time (CST)**
View Workflow History

View a chronological list of workflow states. This list is updated whenever a state is changed. Useful for troubleshooting / audits.

1. View Packet Summary
2. Click on Workflow History
3. Workflow History will display the following:
   a. Previous Workflow State
      i. The “Before” state
   b. Event
      i. The “After” state
   c. User:
      i. System for system activity (usually triggered by new hire completing documents)
      ii. First Name / Last Name for Web Manager hire activity
   d. Date / Time: (CST)

Notes:
- You will only see onboarding documents available to your specific User Role.
- All system timestamps are in Central Standard Time (CST)
Generate PIN

Reset the PIN number a new hire uses to log in to Employment Center to complete their onboarding documents.

1. View Packet Summary
2. Click Generate PIN
3. Equifax will generate a new PIN and send a “Your New Hire Password” email to the new hire.
4. Click OK

Notes:
- New hires may need to check their Junk Mail filters/folder to see email.
- Emails will typically be sent out from Equifax between 1 to 10 minutes after this action is taken. Depending on a new hire’s email provider, it may take longer for a new hire to receive the message.
- All new hire emails originate from donotreply@equifax.com
- All new hire emails originate from the following Equifax IPs:
  - 12.104.201.4
  - 12.104.201.5
- Emails will typically be sent out from Equifax between 1 to 10 minutes after this action is taken. Depending on a new hire’s email provider, it may take longer for a new hire to receive the message.
Resend Invitation

Resend a “Your New Hire Documents Are Ready” email to new hire.

1. **View Packet Summary**
2. Click **Send Invitation**
3. Equifax will send a “Your New Hire Paperwork is Ready” email to the new hire.
4. Click **OK**

**Notes:**

- New hires may need to check their Junk Mail filters/folder to see email.
- All new hire emails originate from donotreply@equifax.com
- All new hire emails originate from the following Equifax IPs:
  - 12.104.201.4
  - 12.104.201.5
- Emails will typically be sent out from Equifax between 1 to 10 minutes after this action is taken. Depending on a new hire’s email provider, it may take longer for a new hire to receive the message.
Create Packet

Create an onboarding packet, a login, and a PIN for a new hire so they can access Employment Center and complete their onboarding paperwork.

- **Log in to Compliance Center**
- **Click Create Packet**
- **Enter new hire SSN (if available)**
- **Click Continue**
- **Enter required Personal Data fields:**
  - First Name
  - Last Name
  - E-mail Address
  - Confirm E-mail
- **Enter required Job Data fields:**
  - Start Date: mm / dd / yyyy via pulldowns
  - Location: Click > to access Location chooser. Select Institution or department
  - Position: Always select “STANDARD”
  - Hire Type: Select appropriate new hire packet template
- **Click Create Hire Packet**
- **New hire will be sent the following:**
  - “Your [Institution] New Hire Documents Are Ready” email
  - “Your New Hire Password” email
Notes:

- Packet templates for ALL USG Institutions appear in the Hire Type pulldown, regardless of the user’s Location. Be careful!
- All new hire emails originate from donotreply@equifax.com
- All new hire emails originate from the following IPs:
  - 12.104.201.4
  - 12.104.201.5
- Emails will typically be sent out from Equifax between 1 to 10 minutes after this action is taken. Depending on a new hire’s email provider, it may take longer for a new hire to receive the message.
Cancel Packet

Cancel an onboarding packet that was created by mistake or contains inaccurate information.

1. View Packet Summary
2. Click Cancel Packet
3. Confirm cancellation by clicking OK
4. “New hire packet has been cancelled” message will appear. Click OK

Notes:
- Cancelling a packet is a quiet action; it does not send any notification to a new hire.
- Packets canceled by mistake can be restored.
- The Cancel Packet button will not appear if a packet is currently in a cancelled state.
Restore a Cancelled Packet

Restore a packet that was cancelled by mistake.

1. View Packet Summary
2. Click Take Action
3. From pulldown menu, select Return to Previous State
4. Click Apply
5. Confirm restoration by clicking OK

Notes:

- Restoring a cancelled packet is a quiet action; it does not send any notification to a new hire.
- New hire’s existing link and login credentials will still function with restored packet.
Edit Hire Packet

*Edit basic new hire information entered incorrectly during Create New Hire procedure.*

1. **View Packet Summary**
2. **Click Edit Hire Packet**
3. **Change Personal Data** (as needed)
   a. Social Security Number
   b. First Name
   c. Middle Initial
   d. Last Name
   e. Physical Address
   f. Telephone Number
   g. E-mail Address
4. **Change Job Data** (as needed)
   a. Start Date
   b. Location
   c. Position
5. **Click Save Changes**

Notes:
- Edit Packet is only available before new hire has completed the Personal Information document in their packet.
- Hire Type (a.k.a. Packet Template) cannot be changed once a packet is created. The packet must be cancelled.
Add / View Attachment

Add an attachment to a new hire’s onboarding packet or view an existing one.

1. View Packet Summary
2. Click Attachments
3. Click New Attachment
4. Enter FileName you want Compliance Center to use for attachment
5. Click +Choose File
6. Select document to attach
7. Click Add
8. “Changes saved” message will appear. Click OK

Summary

Pitt, Brad S

Packet Information Documents Attachments

There are no attachments associated with this hire packet.

New Attachment

[Image of HireXpress interface showing attachment process]

Notes:
- Accepted attachment types: .pdf, .png, .jpg, .jpeg, .gif, .tiff
- Attached documents have 10MB size limit.
- Most common attachment is a scan of signed/notarized USG Loyalty Oath.
Download / Print Onboarding Documents

Generate a single file containing one or more onboarding documents to download and/or print.

1. **View Packet Summary**
2. Click on **Documents**
3. Click check box next to document(s) you wish to save/print.
4. Click **Print Checked**
5. Compliance Center will generate a single file containing all selected documents in a separate window.
6. Download / print document as needed.

**Notes:**
- It can take some time for Compliance Center to generate a file, especially if a large number of documents are selected.
Create New User

Create a new web manager account, choose their user role, and set their location.

1. **Log in to Compliance Center**
2. Click **User Management**
3. Click **New User**
4. Complete **User Information**:
   a. User Id: First two initials of last name (all caps) + 3-digit Institution code + EmployeeID
      i. Example: John Smith from the System Office would be SM9801234567
   b. Default PIN: Not used
   c. Social Security Number
   d. Re-Enter Social Security Number
   e. First Name
   f. Last Name
   g. Job Title
   h. Phone
   i. Email
   j. Role: Select from pulldown
      i. HR Packet Creator
      ii. HR Payroll
      iii. HR Staff
      iv. HR View Only
      v. HR View Plus
      vi. USO Admin
      vii. SSC Security Admin
      viii. USO Support – SSC Support
5. Click **Edit Location Access** to see the USG Location tree
6. Mark the check box next to the Location(s) the web manager will need access to
   a. By checking a box in the tree view you are granting permission to all levels below
7. Click **Save**
Notes:

- Creating a new user via this process does not notify the user in any way.
- The User Id naming convention used for Compliance Center is the same Aon/Alight SSO Key used by other OneUSG systems for SSO authentication.
- A web manager’s Compliance Center User Id must match their Aon/Alight SSO Key for Single Sign-on to work properly.
Edit Existing User

Make changes to an existing Web Manager, including Name, SSN, User Role, Location, and contact info.

1. **Log in to Compliance Center**
2. **Click User Management**
3. **Input search criteria**
   a. UserID (partial values acceptable)
   b. First Name
   c. Last Name (partial values acceptable)
4. **Click Search**

5. **Matching hits will display:**
   a. Name: First Name, Last Name
   b. User Id: Compliance Center User Id
   c. Role: User Role
   d. Last Login: Timestamp of web manager’s last login (CST)
6. **Click Name** to see account information
7. **Edit User Information:**
   a. User Id: Not editable by USO. Equifax support required.
   b. Social Security Number
   c. Re-Enter Social Security Number
   d. First Name
   e. Last Name
   f. Job Title
   g. Phone
   h. Email
   i. Role: Select from pulldown
   j. Lock Status: N/A (SSO is used to login)
   k. PIN Reset: N/A (SSO is used to login)
8. **Click Edit Location Access** to see the USG Location tree
9. **Mark the check box next to the Location(s) the web manager will need access to**
   a. By checking a box in the tree view you are granting permission to all levels below
10. Click Save

Notes:
- Modifying an existing user via this process does not notify the user in any way.
- User Ids can only be changed by Equifax. Escalate to ITS (USO Admins) to request change.
- User Id changes will be necessary if anything occurs that changes a user’s Aon/Alight SSO Key (legal name change, moved to different Institution, etc).
Audit Users

Compile and download a .csv file of all web managers in the system.

1. Log in to Compliance Center
2. Click User Management
3. Click Export All (CSV File)
4. User.csv file will download, containing
   a. User Name: First Name, Last Name
   b. User ID: Compliance Center User Id
   c. Role: User Role
   d. Job Title
   e. Email
   f. Last Login: Timestamp of web manager’s last login (CST)

Notes:
- Modifying an existing user via this process does not notify the user in any way.
- User IDs can only be changed by Equifax. Escalate to ITS (USO Admins) to request change.
- User Id changes will be necessary if anything occurs that changes a user’s Aon/Alight SSO Key (legal name change, moved to different institution, etc).
- All system timestamps are in Central Standard Time (CST)
Access I-9 Dashboard

Access full I-9 dashboard for your Location to complete any I-9 functionality allowed by your role.

1. Log in to Compliance Center
2. Click I-9 Management

Notes:

- The I-9 Management view is separate from, but looks similar to the Compliance Center web manager view. To return to the Web Manager view from I-9 Manager, click Back to Compliance Center.
## Search for Employee (I-9)

Search for employee by entering personal information, Location, Start Date, etc.

1. **Log in to Compliance Center**
2. Click **I-9 Management**
3. Click **Search for employees**
4. Enter one or more **search criteria**
   a. First Name
   b. Last Name
   c. SSN
   d. Type of I-9
      i. Completed
      ii. Partner Completed
   e. Group
   f. Location
   g. Date Range (mm/dd/yyyy to mm/dd/yyyy)
   h. Include:
      i. Active Employees
      ii. Terminated Employees
      iii. Current Location Only
5. Click **Search**
6. Search Results will display:
   a. Type: I-9 Type
      i. E: E-Verify
      ii. C: Complete
      iii. P: Pending
      iv. R: Reverification
      v. S: SSN Applied For
      vi. D: Receipt Due
      vii. M: Missing
      viii. I: Invalid
      ix. F: E-Verify w/o I-9 (**Red**: Problem **Bold**: Urgent)
   b. Name: Click to view employee information
   c. Location: USG Institution/Dept of Employment
   d. SSN: last 4-digits only
   e. Employment: New Hire Start Date
Notes:

- Click the Help tab inside the I-9 Management view at any time for additional support.
Support Model Overview

As part of the OneUSG Careers project, Compliance Center has a multi-tier support model, involving staff from USG Institutions, the Shared Services Center, ITS, and Equifax. This section outlines the different levels of the support model and their high-level support responsibilities.

### Institution New Hires
- **Institution HR Practitioners**
  - a.k.a. Institution Web Managers
  - Supports Institution’s New Hires
  - Creates / cancels new hire packets
  - Changes new hire passwords
  - Resends new hire email invitations
  - Views documents / completes data entry
  - Completes Form I-9

### Tier 1 (Shared Services Center)
- Supports Institution HR Practitioners
- Escalates issues to Tier 2

### Tier 2 (Shared Services Center Security Admins)
- Creates Web Managers
- Sets Web Manager Location
- Sets Web Manager User Roles
- Revoke Web Manager access

### Tier 3 (ITS Admins)
- Supports Institution Web Managers + SSC
- Technical issues
- Escalates to Tier 3 (Equifax)
- Liaises with Equifax on:
  - document, packet changes
  - New / custom documents
  - system issues

Vendor Support:
- Equifax

Tier 3: ITS Admins
Tier 2: SSC Security Admins
Tier 1: Shared Services Center
Institution HR Practitioners
Institution New Hires
• **Vendor Support (Equifax)**
  - Supports ITS Admins
  - Deletes WebManagers / Changes UserID
  - Creates new documents/packets/etc
  - Edits existing documents
  - Resolves major technical/system issues
  - Maintains / upgrades system
  - Onboards new USG Institutions

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**Support Resources**

• **Contact the USG Shared Services Center**
  - oneusgsupport@usg.edu
  - 1-877-251-2644
  - [https://www.usg.edu/shared_services_center/](https://www.usg.edu/shared_services_center/)

• **Equifax Workforce Solutions Status Page**
  - Provides up to date system status information for Equifax services, including Compliance Center
  - [https://status.equifaxworkforce.com/](https://status.equifaxworkforce.com/)

• **Equifax I-9 Video Tutorials**
  - How to Request I-9 Reports
    - [https://www.i9express.com/demos/i-9-reports-training-module](https://www.i9express.com/demos/i-9-reports-training-module)
  - How to Complete Section 2 Using a Pending Record
    - [https://www.i9express.com/demos/section-2-training-module](https://www.i9express.com/demos/section-2-training-module)
  - How to Reverify an Employee Using Section 3
    - [https://www.i9express.com/demos/section-3-reverification-training-module](https://www.i9express.com/demos/section-3-reverification-training-module)
  - How to Update an Employee’s Name or Enter a Rehire Date Using Section 3
    - [https://www.i9express.com/demos/section-3-name-change-and-rehire-training-module](https://www.i9express.com/demos/section-3-name-change-and-rehire-training-module)
  - How to Update a Receipt Due
    - [https://www.i9express.com/demos/i-9-management-receipt-due](https://www.i9express.com/demos/i-9-management-receipt-due)
  - E-Verify Overview
    - [https://www.i9express.com/demos/what-is-everify](https://www.i9express.com/demos/what-is-everify)
  - Common E-Verify Responses
    - [https://www.i9express.com/demos/common-e-verify-responses](https://www.i9express.com/demos/common-e-verify-responses)
  - Additional E-Verify Responses
    - [https://www.i9express.com/demos/additional-e-verify-responses](https://www.i9express.com/demos/additional-e-verify-responses)