



## U.S. Citizenship and Immigration Services

### [E-Verify User Manual](#)

## 4.2 CASE ALERTS

Case alerts are found at the bottom of the home page which is available when a user logs in to E-Verify. The purpose of this feature is to bring attention to cases that need action and provide the following information:

- Open Cases to be Closed
- Cases with New Updates
- Work Authorization Documents Expiring

The E-Verify home page indicates the number of cases that require attention by a number in a red circle on the alert. Each case alert can be accessed by clicking on the alert. Cases can also be accessed through View Cases and Search Cases from the navigation menu in E-Verify. Follow the steps outlined in the Case Alerts - Process Overview to use the case alerts feature.

## CASE ALERTS – PROCESS OVERVIEW

- E-Verify user homepage display with no case alerts.

The screenshot displays the E-Verify user interface. At the top, there is a navigation bar with links for HOME, CASES, PROFILE, COMPANY, REPORTS, and RESOURCES, along with a LOG OUT button. Below the navigation bar, there is a main content area. On the left, there is a banner for the E-Verify Message Center, which includes a photo of a woman at a computer and text encouraging users to visit the Message Center for the latest news and information. To the right of the banner is a QUICK LINKS section with four buttons: Verify Employee, Search Cases, View Resources, and Contact Us. Below these elements is a prominent red banner that reads "You Have No Case Alerts at this Time". Underneath this banner are four dark blue buttons: "Open Cases to be Closed", "Cases with New Updates", "Work Authorization Docs Expiring", and "Message Center". At the bottom of the page, there are logos for the U.S. Department of Homeland Security and U.S. Citizenship and Immigration Services, along with contact information and a footer with links for "Enable Permanent Tooltips", "Accessibility", and "Download Viewers".


- E-Verify user homepage display with case alerts.



- Click on the alert requiring your attention to access your case alert(s). Case alerts can also be accessed:
- From Cases, select Search Cases.



- Determine your search criteria and click Search.

**Search Cases**  [View All Open Cases >](#)

**Case Status**

Open Cases

Closed Cases

Cases In Process

Cases With New Updates

Work Authorization Docs Expiring

Open Cases to be Closed

**Case Verification Number**

**Alien Number**

**Employer Case ID**

**Date Submitted**  
From

**Social Security Number**  
 -  -

**I-94 Number**

**Initiated By**

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- [4.2.1 OPEN CASES TO BE CLOSED](#)
  - [4.2.2 CASES WITH NEW UPDATES](#)
  - [4.2.3 WORK AUTHORIZATION DOCUMENTS EXPIRING](#)