# Locating and Correcting an Error in Avature Transcript

1

00:00:00,000 --> 00:00:03,535

Welcome! Thank you for joining the VCCS

2

00:00:03,535 --> 00:00:09,172

Shared Services Center team for this module. During this brief tutorial, we will be

3

00:00:09,172 --> 00:00:14,629

walking you through correcting an error on I-9 in Avature. Let's get started.

4

00:00:14,629 --> 00:00:20,737

At the end of this module, you will know how to locate the error and

5

00:00:20,737 --> 00:00:26,570

how to make the needed corrections. If you are unfamiliar with the I-9 process,

6

00:00:26,570 --> 00:00:31,260

please stop here and watch the previous module in this series,

7

00:00:31,260 --> 00:00:37,238

I-9 and eVerify in Avature. Shortly after moving the workflow

8

00:00:37,238 --> 00:00:43,030

to 'eVerify create case', the eVerify form should appear

9

00:00:43,030 --> 00:00:48,280

under our 'forms' section. This form is where any communication

10

00:00:48,280 --> 00:00:53,352

from eVerify will show in Avature and any further communication

11

00:00:53,352 --> 00:00:59,840

to eVerify is manually entered. In most cases, provided everything was entered correctly,

12

00:00:59,840 --> 00:01:05,880

there should now be a case number and an eligibility status of 'employment authorized'. At this point,

13

00:01:05,880 --> 00:01:11,990

the employment eligibility would be successfully confirmed and no further action is needed.

14

00:01:11,990 --> 00:01:17,787

In the event that incorrect data is entered in section 1, an error

15

00:01:17,787 --> 00:01:22,394

message populates. In this example, an incorrect social security

16

00:01:22,394 --> 00:01:28,450

number was entered. Instead of a notice of 'auto employment authorized',

17

00:01:28,450 --> 00:01:31,730

the message read 'next action needed'.

18

00:01:31,730 --> 00:01:34,982

'Please confirm fields detailed in the unconfirmed

19

00:01:34,982 --> 00:01:39,722

fields section of this form. If there's a mistake,

20

00:01:39,722 --> 00:01:42,325

correct in the I-9 form and

21

00:01:42,325 --> 00:01:47,030

perform the update operations'.

22

00:01:47,030 --> 00:01:50,886

The I-9 approver will make sure the correct

23

00:01:50,886 --> 00:01:53,972

information is entered in section 2 and

24

00:01:53,972 --> 00:01:59,780

will ask the employee to review section 1. In this instance, the social

25

00:01:59,780 --> 00:02:02,810

security number is off by 1 digit,

26

00:02:02,810 --> 00:02:06,464

so the I-9 approver will make the correction

27

00:02:06,464 --> 00:02:13,070

in section 1 and update the workflow to 'eVerify update case'.

28

00:02:13,070 --> 00:02:16,080

This will update the currently opened case

29

00:02:16,080 --> 00:02:22,610

and does not open a new case, because the case number has already been assigned.

30

00:02:22,610 --> 00:02:29,038

Please wait a few moments for the new status and continue based on the result. After a few minutes,

31

00:02:29,038 --> 00:02:35,390

the status should update. If no further action is required, it will appear as 'employment authorized'.

32

00:02:35,390 --> 00:02:41,605

This will complete the I-9 process. Should the case arise where a message other than 'employment authorized'

33

00:02:41,605 --> 00:02:44,989

appears when submitting a case, and there is

34

00:02:44,989 --> 00:02:50,605

uncertainty on how to resolve the issue, please contact your SSC Onboarding Representative

35

00:02:50,605 --> 00:02:57,513

for assistance. To recap, we have covered how to locate the error and

36

00:02:57,513 --> 00:03:02,230

how to make the needed corrections on an I-9. Congratulations!

37

00:03:02,230 --> 00:03:07,838

You just reviewed correcting an I-9. For additional information on

38

00:03:07,838 --> 00:03:14,190

Avature and to cover more functions, please join us for the next module in this series.

39

00:03:14,190 --> 00:03:19,050

Thank you for walking through Locating and Correcting an Error in Avature with us.

40

00:03:19,050 --> 00:03:22,090

We hope that this module was helpful to you.

41

00:03:22,090 --> 00:03:27,530

If you have any questions or need assistance, please contact the Shared Services

42

00:03:27,530 --> 00:03:33,190

Customer Engagement team at 877-340-5577

43

00:03:33,190 --> 00:03:40,070

or help@ssc.vccs.edu.

44

00:03:40,070 --> 00:03:43,098

Thanks and have a great day!