

# Enterprise - How to Reset E-Verify Passwords

Last Modified on 02/12/2025 2:21 pm CST

## What is E-Verify?

Enterprise allows users to integrate E-Verify Seamlessly into the system for quick and easy processing for employment eligibility. During the integration process users will setup an E-Verify account and password within the administration section. Along with initial integration of E-Verify, users must maintain password information in order to continuously utilize the E-Verify functionality.

**\*Note\*** In order to setup E-Verify or reset a password, the user must have System level access. They do not need to be at System level in the hierarchy but must at least be able to access it.

## Resetting E-Verify Passwords

**E-Verify passwords have a max lifetime of 90 days.** Once users have reached the max lifetime of the password and the password has expired, a 'Password Expired' error message will populate when attempting to process an E-Verify case for an employee.


If you have received an error or want to reset your E-Verify password, there are 2 steps to complete:

1. [Reset your password with E-Verify](#)
2. [Update your password in Enterprise](#)

### Resetting Your Password with E-Verify

**\*Note\*** Only E-Verify program administrators can view user information.

1. Log into E-Verify's website
2. From Company Account, select View Existing Users:

 John Doe ^

Company Account ^

Company Profile

Add New User

View Existing Users

Close Company Account

User Account v

Log Out

3. Search for a user by typing in the first or last name, or by filtering on the user role or user status. You can enter a partial name and a percent sign (%) as a wildcard character.
4. The Users list displays a list of all user accounts. Click on the icon to view, edit, or delete a user account.

My Company Account

## Users

Search (User ID, First Name and Last Name) [?](#)

Hide Filters

**User Role**

All Roles
v

**User Status**

All
v

**4 Users Found** + Add User

User ID	Last Name	First Name	Status	User Role	Last
<a href="#">JPAR4338</a>	Smith	John	ACTIVE	Program Admin	Jul 0
<a href="#">KPAU6038</a>	Peterson	Karl	ACTIVE	Program Admin	Sep
<a href="#">BBAR3773</a>	Barnes	Kevin	ACTIVE	General	Jul 0
<a href="#">MMUR1496</a>	Miller	Matt	ACTIVE	Program Admin	Jul 0

Rows Per Page 

10 v

1-4 of 4 items
< Page 

1 v

 of 1 >

5. Select "Manage Users" from Account Options > Company Account:

The screenshot shows the E-Verify 'My Company Account' page. The top navigation bar includes 'Home', 'Cases', 'Reports', and 'Resources'. The user is logged in as 'Employer User'. The main header is 'My Company Account'. Below it, the page title is 'Users'. There is a search bar for 'User ID, First Name and Last Name'. Below the search bar are two dropdown menus: 'User Role' (set to 'All Roles') and 'User Status' (set to 'All'). On the right side, there is a navigation menu with options: 'Company Profile', 'Manage Users' (highlighted with a blue border), 'Close Company Account', and 'User Account'. A red 'Log Out' button is at the bottom of the menu.

6. Select from the User Information page the link for the appropriate user ID.

7. Click Change Password:

The screenshot shows the E-Verify 'My User Profile' page. The top navigation bar includes 'Home', 'Cases', 'Reports', and 'Resources'. The user is logged in as 'Employer User'. The main header is 'My User Profile'. Below it, the page title is 'Change Password'. There is a form with three input fields: 'Old Password (required)', 'New Password (required)', and 'Confirm New Password (required)'. Each field has a 'Show password' link below it. To the right of the form is a 'Password Requirements' box with the following text: 'At least 1 letter', 'At least 1 number, not as the first or last character', 'At least 1 special character from the following !@#\$%^&\*(){};:~+-\_', 'Does not contain an invalid special character', 'Not identical to the User ID', 'Password length between 8 and 14 characters', and 'No more than two consecutive characters from the prior password'. At the bottom of the form are 'Cancel' and 'Save' buttons. On the right side, there is a navigation menu with options: 'Company Account', 'User Account', 'User Profile', 'Change Password' (highlighted), and 'Change Security Questions'. A red 'Log Out' button is at the bottom of the menu.

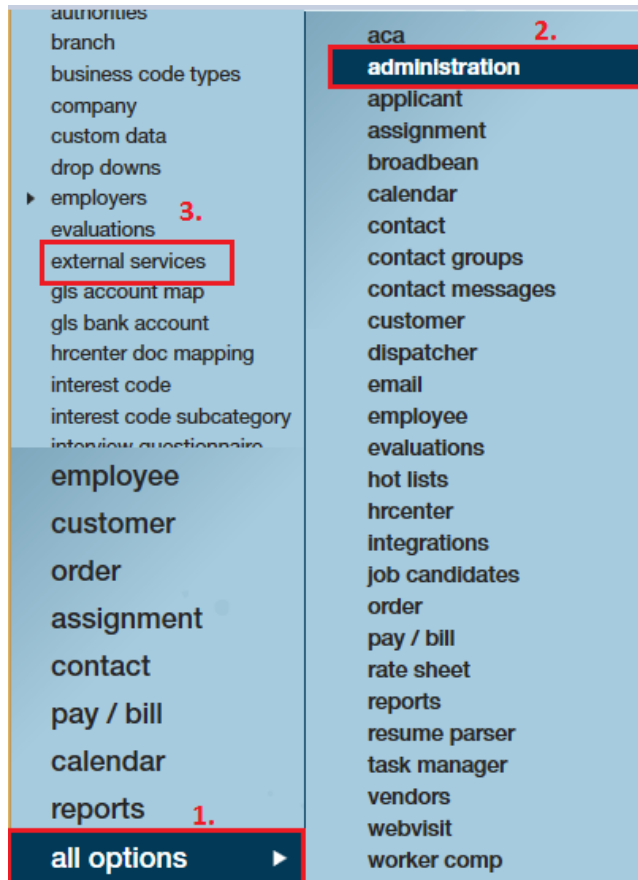
8. Assign a temporary password by completing both fields for New Password and Confirm New Password.

9. Once the new password has been typed, select "Save" to save your changes.

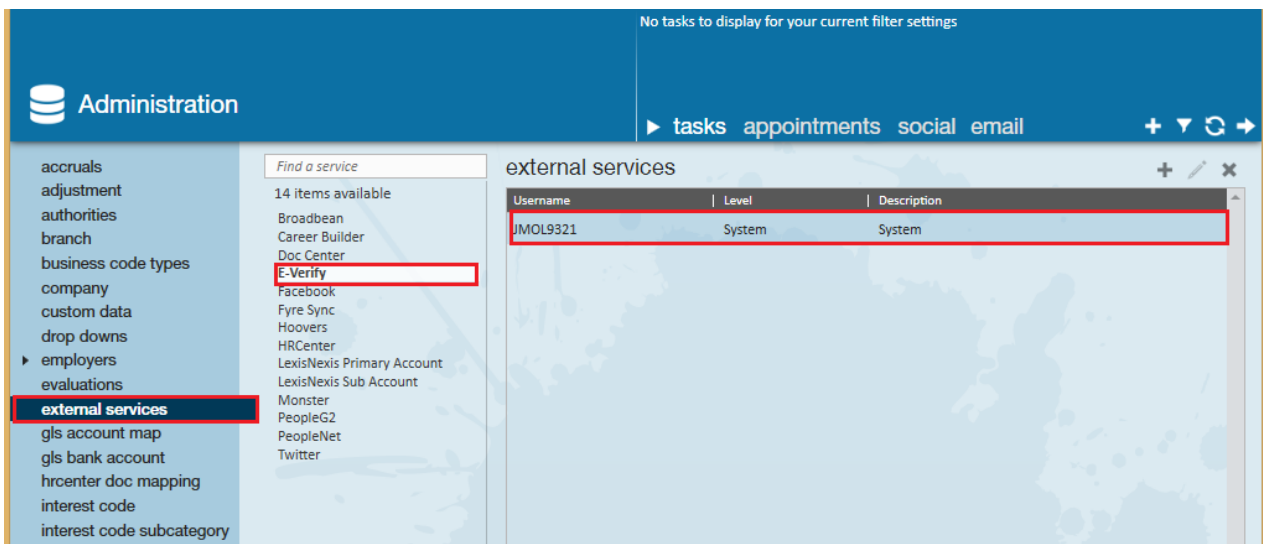
**\*Note\*** For more information on resetting the E-Verify password, please see the following article from E-Verify's user manual [here](#).

Once you have reset your user's password, you must save this change in Enterprise:

Within Enterprise, select all options (1.)> administration (2.)> external services (3.):

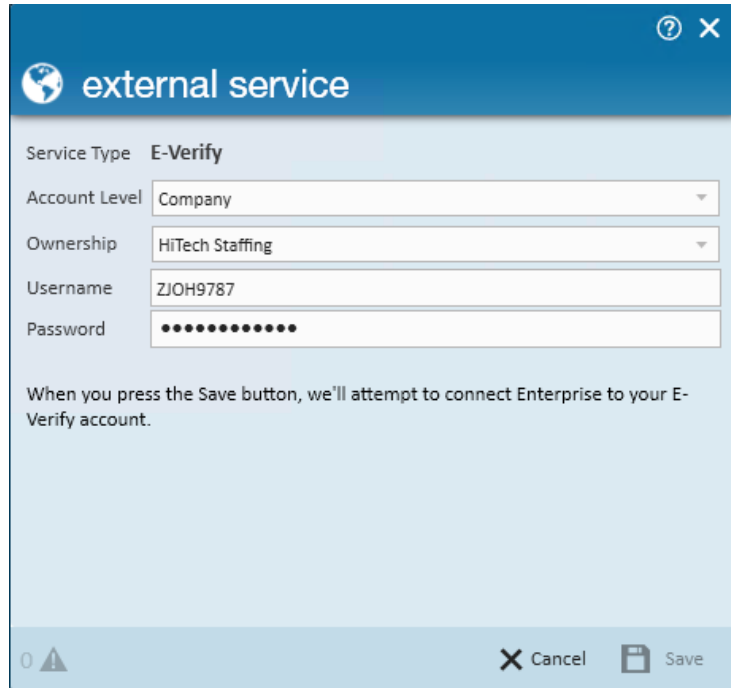


Within external services, locate E-verify:



**\*Note\*** In order to setup a password, the user must have System level access. They do not need to be at System level in the hierarchy but must at least be able to access it.

Remove the current password and enter the new password and select save:



The screenshot shows a dialog box titled "external service" with a blue header. Below the header, the "Service Type" is set to "E-Verify". There are four input fields: "Account Level" (Company), "Ownership" (HiTech Staffing), "Username" (ZJOH9787), and "Password" (represented by 10 dots). Below the fields, a message reads: "When you press the Save button, we'll attempt to connect Enterprise to your E-Verify account." At the bottom right, there are "Cancel" and "Save" buttons. A small warning icon is visible in the bottom left corner of the dialog box.

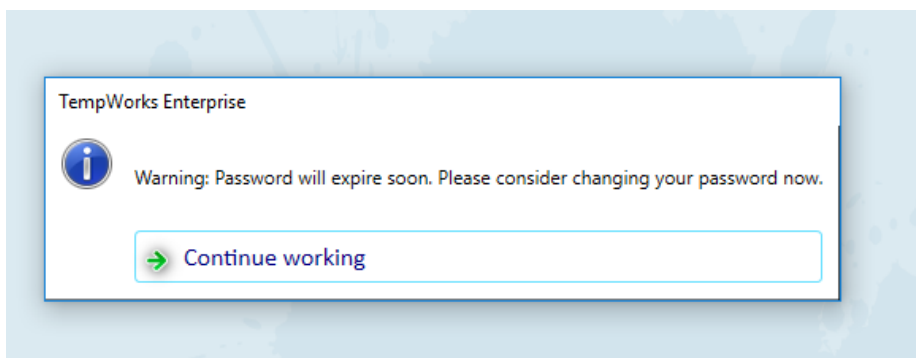
The system will then attempt to connect to Enterprise with the new credentials. It will let you know if the credentials do not match E-Verify's.

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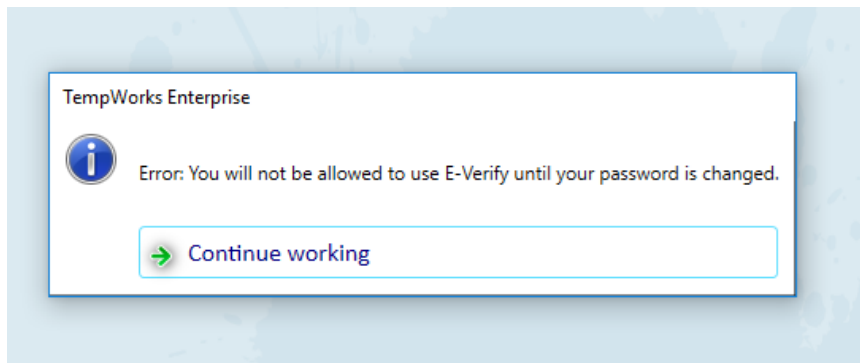
## Password Expiration Warnings

If your E-verify password expiration date is approaching, the following errors will populate.

Users who reach the 75-day mark will receive the following warning:



Users who are on the 80-day mark will receive the following warning:



**\*Note\*** It is recommended to reset your password at least 5-10 days within the 80-day warning or risk being locked out of using E-Verify within Enterprise. Failure to do so will result in users having to navigate to the E-Verify website to obtain a new password.

## Related Articles