



Sterling Backcheck

System User Guide

10/2014

For assistance while navigating through the system, please contact Client Services at:

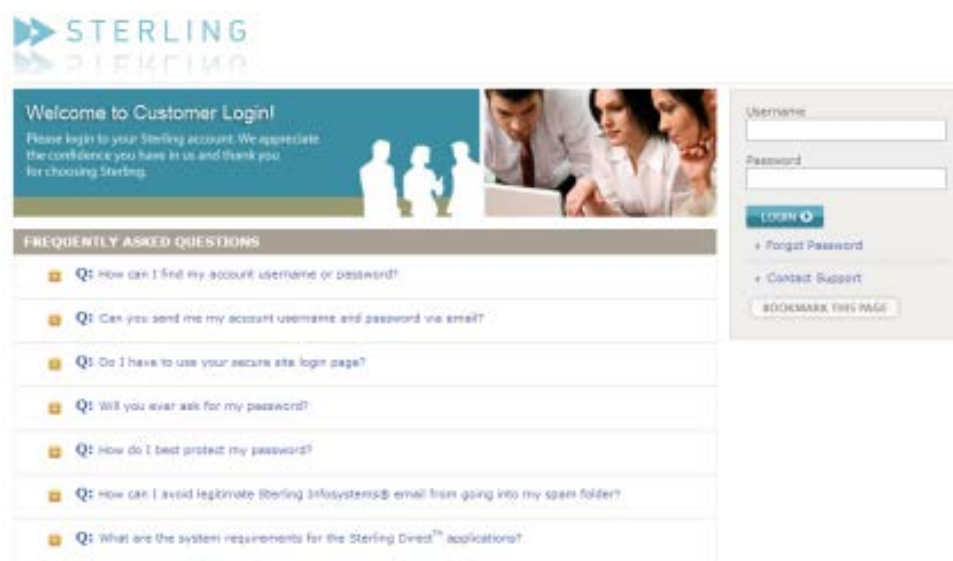
RCAN@verifiedvolunteers.com - (855) 326-1860 - Option 1

Welcome to SterlingBackcheck

This system will be used for **Employment Screening ONLY**.

Log-in to your account directly at:

<https://login.sterlingdirect.com/Default.aspx>



The screenshot shows the Sterling Backcheck login interface. At the top left is the Sterling Backcheck logo. Below it is a banner with the text "Welcome to Customer Login!" and a sub-message: "Please login to your Sterling account. We appreciate the confidence you have in us and thank you for choosing Sterling." To the right of the banner is a photograph of three people looking at a laptop. Below the banner is a "FREQUENTLY ASKED QUESTIONS" section with seven questions, each preceded by a question mark icon. To the right of the FAQ is a login form with fields for "Username" and "Password", a "LOGIN" button, and links for "+ Forgot Password" and "+ Contact Support". At the bottom of the login form is a "BOOKMARK THIS PAGE" button.

Note: Some browsers will not work properly with the Verified Volunteers website. For the best possible viewing experience, please use Internet Explorer 9 (IE9) or later or the latest versions of Chrome, Firefox or Safari. If you choose to use an alternate browser or a tablet, some content may be skewed or unavailable.

Invitations to Candidates

From your dashboard, enter in the candidate email address:



Screening >		Admin @ Salida Del Sol Academy
<div style="display: flex; justify-content: space-between;"> SCREENING ASSESSMENTS DRUG TOOLS DOCUMENTS REPORTS </div>		
RECENT SELECTIONS	Create/Edit Background Check	E-Invite Applicant to Background Check
DOCUMENTS & RESOURCES	SSN <input type="text"/> <input type="button" value="Go"/>	E-Mail Address <input type="text"/> <input type="button" value="Invite"/>
FCRA Information	Find Background Checks/E-Invites	

The majority of the required information will populate within the order. You will be prompted to enter the basic information for the employee and select the package you would like to order:

Invite an Applicant for Background Screening

Sterling's E-Invite technology allows applicants to electronically consent to a background check. Additional application information such as previous employers and education can be collected, eliminating your data entry process. To proceed, enter the information below. An e-mail will be sent to the applicant and you will be notified via e-mail when the E-Invite is complete.

From Information	
* From Name	Admin Admin
* From Email Address	no-delivery@sterlinginfosystems.com
Applicant Information	
* First Name	Christina
* Last Name	Testing
* Email Address	test@test.com
* Confirm Email Address	test@test.com
Order Information	
* Bill To	Salida Del Sol Academy
* WFD Workflow	Consent Plus
* Job Position	
* Screening Package	Level 1
	SSN Trace
	Max 1 Jurisdiction DOJ 50 State Sex Offender
	Max 1 Jurisdiction Office of Foreign Assets Control
	Max 1 Jurisdiction Criminal - Enhanced Nationwide
* Charge Type	Invoice Account
Bill Code	
A La Carte	<add search>
Completed Report To (one address per line)	Enter your email here
<small>(Do not include non-employees of your company, unless the applicant has consented)</small>	

Scroll to the bottom of the screen. You have the option of customizing the email message to the candidate. If you choose not to customize, the Sterling standard language will apply.

Invitation E-Mail Options

If you would like to create a custom invitation e-mail by using a template or create one from scratch, check the box below.

Create Custom Invitation E-Mail

You may carbon copy / blind carbon copy the invitation e-mail by providing the e-mail addresses below (note: separate e-mail addresses with a ;)

CC

BCC

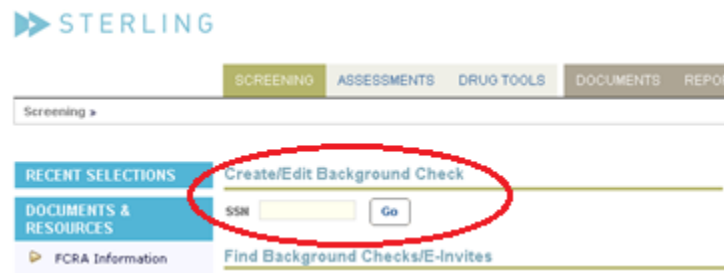
Enter any comments or additional instructions for the applicant (max 2048 chars)

Notes

Enter any comments or notes for yourself (max 2048 chars)

The invitation will be sent to the candidate automatically. They will be prompted to click on the link and submit their check. An email notification will be sent to you alerting you when a screening order is complete and ready for your review.

In some cases, you might need to manually enter in an order for a candidate. This can be done by entering in the SSN for the individual. You will be flagged if a duplicate order exists in the system for that SSN.



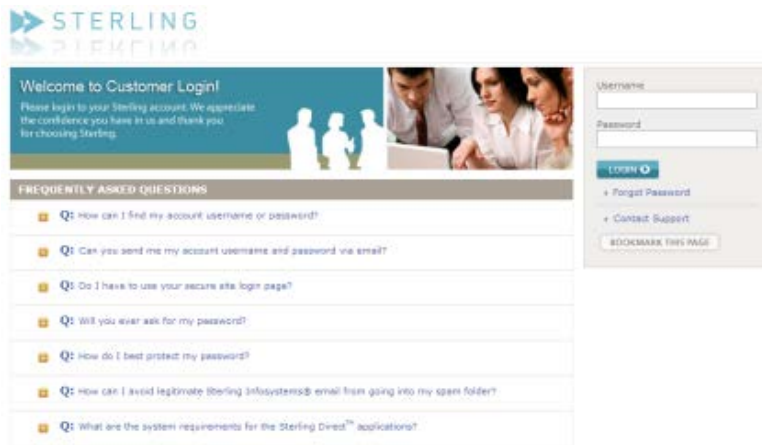
The screenshot shows the Sterling Backcheck interface with a navigation bar at the top containing 'SCREENING', 'ASSESSMENTS', 'DRUG TOOLS', 'DOCUMENTS', and 'REPORTS'. Below the navigation bar, there is a 'Screening >' dropdown menu. Underneath, there are three main sections: 'RECENT SELECTIONS' with a link to 'Create/Edit Background Check' (circled in red), 'DOCUMENTS & RESOURCES' with an 'SSN' input field and a 'Go' button (circled in red), and 'FCRA Information' with a link to 'Find Background Checks/E-Invites'.

You will then be prompted for all of the relevant information for the candidate. The order will automatically go into processing.

Reviewing Candidate Reports

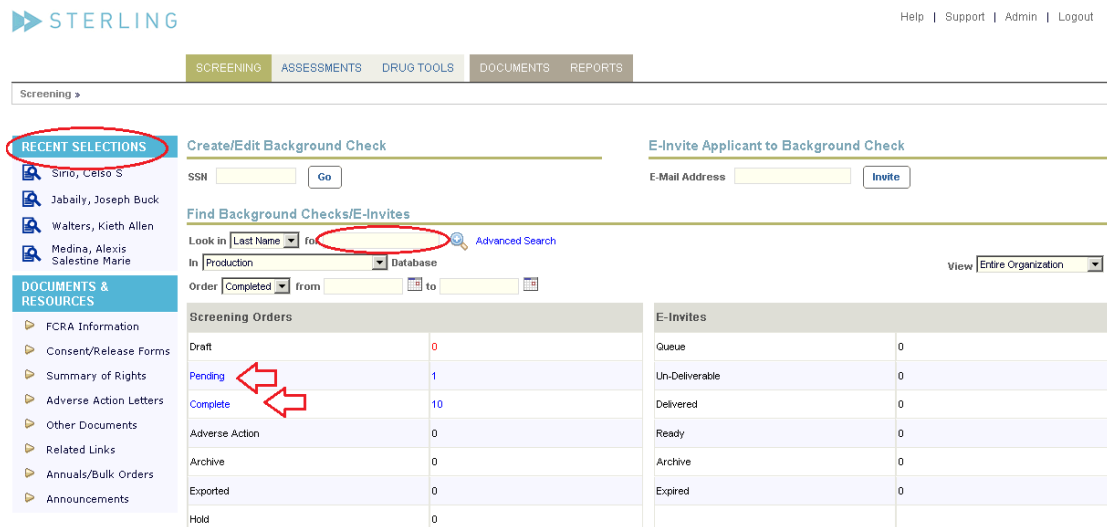
You will be sent an email when a background check is complete and ready for your review.

Log-in to your account at: <https://login.sterlingdirect.com/Default.aspx>



Your most recent selections can be seen on the right of the dashboard.

The search function can be used to locate a specific candidate record. The Pending queue will list all orders currently in process. The Completed queue will list all of the orders that are complete and available for your review.



Help | Support | Admin | Logout

SCREENING ASSESSMENTS DRUG TOOLS DOCUMENTS REPORTS

Screening »

RECENT SELECTIONS

- Sino, Celso S
- Jabaily, Joseph Buck
- Walters, Kieth Allen
- Medina, Alexis
- Salestine Marie

DOCUMENTS & RESOURCES

- FCRA Information
- Consent/Release Forms
- Summary of Rights
- Adverse Action Letters
- Other Documents
- Related Links
- Annuals/Bulk Orders
- Announcements

Create/Edit Background Check

SSN

E-Invite Applicant to Background Check

E-Mail Address

Find Background Checks/E-Invites

Look in for

In Database

View

Screening Orders		E-Invites	
Draft	0	Queue	0
Pending	1	Un-Deliverable	0
Complete	10	Delivered	0
Adverse Action	0	Ready	0
Archive	0	Archive	0
Exported	0	Expired	0
Hold	0		



By clicking on the Complete queue, a list of orders will populate. Each name is a hyperlink to the candidate record:

Background Checks: Complete											
<input type="button" value="View Summary"/> <input type="button" value="View Detail"/>											
<input type="checkbox"/>	Name	Account	User	Type	Position	BillCode	Record Source	Ordered	Status	Due/Done	Result
<input type="checkbox"/>	Walters, Kieth Allen			Employee			Production	8/18/2014	Complete	8/20/2014	Clear

The candidate record provides all of the information that was entered on the order and links to the results below. View the results by clicking on View Summary or View Detail. These reports can be printed but are also available on our system indefinitely. The report will state Clear/Consider. Consider reports should be reviewed in detail by the user so that a final determination can be made.

Screening Order Editor **Walters, Kieth Allen**

SSN	DOB	Driver Lic	-
Order#	Position	Result	Clear
Created 8/18/2014	BillCode	Status	Complete
Submitted 8/18/2014	Compliance CO	Special Handling	
Last Order 8/18/2014	Salary Unable to provide salary	Email Address	
Signed Release <input type="text"/>	<input type="button" value="Browse..."/>	<input type="button" value="Upload (tiff and pdf only)"/>	Charge Type Invoice Account

Attachments

Filename	Posted	Reference	User
No Attachments.			

Custom Questions

Question	Answer
No Custom Questions.	


Order Notes

(no records to display)

Search	Notes	Ordered	Done/ETA	Status	Result
SSH Trace 132-44-1885		8/18/2014 10:57 PM EST	8/18/2014	Complete	Complete
State Criminal Repository Walters, Kieth Allen CO-State of Colorado		8/18/2014 10:57 PM EST	8/19/2014	Complete	Clear

The full detail of the report can be reviewed by clicking the *View Detail* link.

The report will populate in a new window for your review:

 Credential Verification Consider	
Data as Provided	
Last Name	
First Name	
Middle Name	
SSN	
License Number	
License Type	Pharmacist
End Date	3/31/2012
Country	United States
State	Illinois
Issuing Agency	Dept of Financial and Professional Regulation, State of Illinois
Verified Data	
Contact Title:	Online Verification Service
Contact Phone:	
Issuing Agency:	Illinois Division of Professional Regulation
Status:	
Start Date:	
End Date:	
Comments:	The license type is Pharmacist. The license number is . The adverse or disciplinary documentation regarding this license has been provided to the client.
Supporting Documents	
<ul style="list-style-type: none"> Hyperlinks associated with Credential Verification <ul style="list-style-type: none"> _dis.pdf 	

Based on the information found on the report, the adjudication of the report should be performed based on the hiring policy of your organization. The adjudication choices are found in the upper right hand corner of the report.


Print
Print with Attachments
Send Link
NotePad

Weber, Carol A

Pass
Adverse Action
Archive

COMPLETE REPORT - CONSIDER
 (INFORMATION IN THIS REPORT MAY AFFECT HIRING)
REPORT, SAMPLE ONE
 3825 E CAMELBACK RD UNIT 215E
 PHOENIX, AZ 85018

SOME HEALTH AGENCY
 123 WEST NORTHERN WAY
 PHOENIX, AZ 85021


 PHONE: 888-889-5248
 disputeresolution@sterlinginfosystems.com

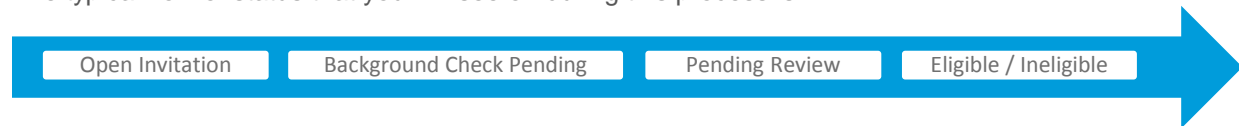
***** CONFIDENTIAL BACKGROUND SCREENING REPORT *****
 (INFORMATION CONTAINED IN THIS REPORT IS PUBLISHED IN ACCORDANCE WITH FEDERAL AND AZ STATE LAWS)

REPORT SUMMARY			
COMPONENT	IDENTIFIERS	STATUS	RESULT
SSN Trace	XXX-XX-8865	Complete	Clear
County Criminal Record	REPORT, SAMPLE ONE, TX-DALLAS	Complete	Clear
County Criminal Record	REPORT, SAMPLE ONE, MD-SAINT MARYS	Complete	Consider
Employment Verification	REPORT, SAMPLE ONE, Magellan Southwest Network	Complete	Consider

Lifecycle of a Background Check

The many stages of the background check are shown on the Dashboard. The statuses displayed are unique to each view.

The typical flow of status that you will see on during this process is:



Open Invitation/Delivered

Once an invitation has been sent to the recipient, the order will remain in this status until he or she accesses the site via the email invitation and completes an order for a background check.

Background Check Pending

This status will be displayed after an order has been created and the background check is in process. The amount of time it remains in this status is directly related to the results and research required to return a completed report.

Pending Review/Complete

When the background check report is complete, you will receive an email. The individual will remain in this status until you have reviewed and/or rated their report.

Eligible / Ineligible

After receipt of the email, or at any time during the process, you can log in to the site and go to the Dashboard. View the completed results that are ready to be rated and rate the results as either [Eligible](#) or [Ineligible](#).

The typical flow of status that you will see orders follow is:



Note: The only time you will see volunteers in this view is when a background check has been ordered and/or when the check is complete but has not yet been rated.