Volunteer Organization
Admin User Guide
App Version 6.3
February 2018

For assistance while navigating through the system, please contact The Advocates Customer Care team:
TheAdvocates@sterlingvolunteers.com
Welcome to Sterling Volunteers

Congratulations! You are now part of the growing Sterling Volunteers community. Once you have been provided with your login details, you can access the Sterling Volunteers site by clicking on the link below.

https://www.sterlingvolunteers.com

Choose the Log In option on the upper right-hand corner of the screen. The login window will be displayed as shown below. Enter your username and password on the left-hand side of the screen labeled Organizations. Although either section will honor your credentials.

Note: Some browsers will not work properly with the Sterling Volunteers website. For the best possible viewing experience, please use Internet Explorer 11 (IE 11) or later or the latest versions of Chrome, Firefox, Edge or Safari. If you choose to use an alternate browser or a tablet, some content may be skewed or unavailable.
Toolbar
At the top of the Sterling Volunteers application is a toolbar that will direct you to the information that is most helpful. From here, you can drill down into the Home, Settings, and Resource Hub menus. You will also see a link to Log-out.

Home
Manage My Volunteers

The Manage My Volunteers view of the dashboard displays the entire candidate pool. It includes all candidates that have either provided you with their background check or have been added to the list because you would like them to become part of your candidate community. If a row is highlighted in grey, that designates those candidates that have shared their background check with your organization. The grey highlights will disappear after the background check has been reviewed and rated as either Eligible or Ineligible by you, but the Origin column will continue to display Shared for those individuals.

The Origin column tells you how the candidate was added to the dashboard for your organization. The candidate’s status will change as they move through the background check process, but the origin value will always remain the same. The values that might appear in the Origin column include:

- **Upload**  Will appear when a candidate is added to the dashboard via upload.
- **Invited**  Will appear when a candidate is added to the dashboard through an invitation link.
- **Integration**  Will appear when a candidate passes to your dashboard via the integration between your volunteer management system and SterlingVolunteers.
- **Org – “Org User”**  Will appear when an organization user has generated an order on behalf of the candidate through the Order Background Check(s) link on the dashboard.
- **Shared**  Will appear when a candidate is added to your dashboard because they shared their background check with your organization.
When first accessing the Manage My Candidates view, the standard columns will be displayed. These include the selection checkbox to the left of the candidate name, Candidate Name, Position(s), Level/Screen, Origin, Order Date, Latest Update, Candidate Since, and Status. You have the ability to customize the columns you view on this screen by clicking on the Show/Hide Columns drop-down button. You can add or remove any of the standard columns from view, along with additional columns (Invitation date, VV Order, Adjud Date, Restrictions, Views, Email Address, Phone Number, Address, Date of Birth, Role, Hours and Payment) by checking or unchecking the boxes within the Show/Hide Columns drop-down list. The checkbox column to the left of the candidate name and the Candidate Name column cannot be removed from view. Once you have selected the columns you would like to view on your dashboard, you can select the Remember My Choices option to save your current column selections.

Three additional columns can also be configured by your Sterling Volunteers Account Manager to allow you to categorize your candidate pool so that it makes the most sense for your organization. For example, you might want to add a column for the location or event where the candidate spends the majority of their time. Another option might be to include a column that allows you to define the types of skills or certifications the candidate might have. When you are ready to set these up for your organization, please contact The Advocates at the email address found on the main page of this guide.

While on the Manage My Candidates view, you also have the ability to edit key pieces of data for the candidates in your list. Simply check the box to the left of the candidate’s name and select the Edit Candidate button on the task bar. The modifiable fields will be displayed. You have the option to edit the Email Address, Phone Number and Address of the candidate along with the values entered in the 3 configurable columns. Keep in mind that the Email, Phone and Address fields will only be available to edit if no background check has previously been ordered. These three pieces of information are automatically populated from the data entered by the candidate when they place their background check order.

Understanding that you may be working with quite a large group of candidates, we have incorporated a number of tools on this view to make it easier for you to manage their data. You can page through the candidates in your list and choose the number of candidates you’d prefer to display on each page.

You have the ability to filter the candidates to a more manageable list by clicking on the links for the different statuses below the circle chart legend. You can use the Search function to filter based on specific details in the columns displayed: Last Name, First Name, Email, Level/Screen, Position, Origin, Order Date, Latest Update, Candidate Since, Status, Phone, Address City, Address State, or Address ZIP Code. If the additional configurable fields are defined for your organization, you will be able to filter the values entered in those columns as well. And with a simple click of the mouse on any of the column headers, you can toggle the sorting of the data to ascending or descending order for that column.

In order to sort in a way that meets your specific needs, click on the Custom Sort option on the task bar. Click Add New Line and select the column you would like to sort by and if you would like to show the data in ascending or descending order. Additional lines may be added or deleted as needed. Once you are ready, click on the Sort button. Each time you login and view the Manage My Candidates dashboard, the data will be sorted in this way. You may change the options or remove them entirely at any time.
If you have not selected the custom sort option, you will see the word OFF highlighted in grey to the right of the option. Once the custom sort has been defined, you will see the word ON highlighted in green.

Included in the Manage My Candidates view is information regarding updates to current background checks. All background checks are updated on a monthly basis to ensure the data is accurate and compliant. At first, the Last Update column will display a clock icon with the text Update Pending. As monthly updates are run, the following details will be displayed based on the results returned:

- **Update pending** – Shown for background checks that are less than a month old and have not had an initial update run.
- **✓ Update Clear** – Shown when all monthly updates have returned a clear result.
- **!** – Identifies that new criminal history was reported as a result of a monthly update. The red exclamation point will be displayed until the report has been reviewed and rated Eligible or Ineligible by the organization. The text will remain the same but will no longer show in red. Monthly updates will continue to run each month for one year from the date of the initial background check order.
- **Yellow Hourglass** – Shown when an update is due within 48 hours and/or an update is currently in progress.
- **Update Pd. Expired** – Indicates that the updates have been run for the entire year following the initial background check order and no further updates to this order will be run.

If logged into the organization dashboard as a designated Super User, you will have the ability to select and Remove specific candidates using the option on the task bar. Only candidates that have not already generated a background check order will be able to be removed using this functionality.

The Communications drop-down menu from the task bar gives you the option to invite, via email, a candidate to provide you with a background check. The specific invitation options are reviewed in more detail later in this guide.

Once the candidates have been added to the candidate pool, you can use the checkbox next to any name (or names) to perform a number of different actions. You can send invitations or you can resend or cancel invitations that have previously been sent. The Resend and Cancel options are only available if the previously sent invitation has not been used to generate an order for a background check.

The task bar also has an Export option available that allows you to download a full list of your candidate pool to a .CSV file on your system. Once the download is complete, just open the file in Excel to view all of the details specific to each candidate (i.e. name, address, phone number, level, last screen date, current status, etc.).
Dashboard
Here is where you will manage both the set of background checks that need reviewed, as well as all of your previously reviewed candidates. We will go into much more detail about these sections later in this document.

Account Settings
We have added a section that will make it easy for you to manage your information within our system as an Administrative user. You can change your name, title, phone number, email, address, password and add a photo if you’d like. You cannot change your username or status, although both are displayed.

You can also add additional Organization Users, export a list of users and hide inactive users from the list. To add a new user, complete the information requested, select a permission level (each level is defined after you select it; custom setting needs to be set up with The Advocates if no other permission level will work. You can put the status to active or inactive. Username will be defaulted to the users email address. If that email address is in the system, our system will automatically default it to the next best username, based on rules our system follows. Keep the reset password box checked, so that the user will sent a password reset email. This will be the way that they will access the system. Click the save button to complete the process.

FAQs
Clicking on this link will connect you to a PDF of our FAQs. If you still have questions, you can go to the next tab, which is Contact.

Contact
The contact information for our customer support team, The Advocates is located here. You can either email or call them with your question. If you have questions about Sterling Volunteers products or our company, there is a more general email to use.

About
If you’re new to Sterling Volunteers, or want to learn more about us, click here to be taken to learn more.

Blog
Sterling Volunteers is proud to be an industry thought leader, helping nonprofits better fulfill their missions by reducing the costs associated with volunteer screening. Here is where we post our ideas and tips on how to run a successful volunteer program.

Logout
When you click logout, you will be immediately logged out. You will be directly taken to the login screen if you need to login again. Please note that our system will automatically log you out after 30 minutes of inactivity.

Dashboard
Sterling Volunteers has made it very easy for you to review newly completed background checks, send invitations to candidates to become part of your volunteer community, and manage your candidate pool, all through a single dashboard. The menu options available to you via the dashboard are highlighted briefly below and explained in further detail throughout this guide.
Review Background Checks

The initial view of the dashboard displays the Review Background Checks view. It shows all candidates that have a background check processing or a background check report that is complete and pending review.

At the top of the screen, you will see two ways for you to drill down to view specific candidates: (1) My Candidates – those candidates that have been invited to be a part of your community; or (2) Interested Candidates – those candidates that have shared their background check with you. The Origin column tells you how the candidate was added to your dashboard. The origin values displayed are detailed in the Manage My Candidate section of this guide.

Once the background check status is listed as either Clear (the background check is clean) or Consider (the background check has been returned with reported activity) you can click on the candidate’s name to view and rate the report using the Review drop-down option (A). Please see Appendix D for a sample. If you would like additional information regarding the layout of the report – and how you can easily read and interpret it – click on the How do I read this Report? Link (B). This will open a new window or tab of your browser. You can also click on the Print link (B) to print a copy of the selected background check report or the Close link (B) to return to the Review Background Checks dashboard.
Once you have designated the candidate as either Eligible or Ineligible to work with your organization, the record will no longer be viewable from this tab, but will be moved to appear in the Manage My Candidates section of the Dashboard.

If a candidate is designated as Ineligible, it is your responsibility, as the volunteer organization, to follow the Adverse Action process as outlined by the FCRA. We have supplied sample letters in Appendix B for your review and/or use.

If you so choose, you have the option to contract with Sterling Volunteers to manage the Adverse Action process for your organization. With our automated Adverse Action service, after a candidate is marked as Ineligible, and a hit is present, we can perform the entire process on your behalf. To activate this feature or to receive more information about it, please reach out to The Advocates at the email address found on the main page of this guide.

**Reports**

You can generate reports on demand – right from the new Reports menu accessible from the client dashboard. Below is a list of the reports currently available and what they will show you. Appendix E shows samples of the below reports.
Click on the name of the report to open the filter options for that report. Types of filters that may be available, depending on the report you run: Account, Date Range, Detail/Summary and Group By.

**Account** – Choose Account (to show your account) or All Accounts (to show your account and subaccounts).

**Date Range** – Choose from several fixed date ranges or enter a customized date range.

**Detail/Summary** – Choose Detail to view extensive information (broken out by candidate) with a summary at the end. Choose Summary to view just summary, with total counts and averages.

**Group By** - Choose Group By to group the report and sort by Age, Group, State, Package Ordered, etc.

Click **Run Report** to run the report. If you click **Back**, it will take you back to the previous page within the reports section.

If when viewing the report, you don't see the information you need, use the filters on the side to adjust your options and re-run the report.

The toolbar at the top of each report provides you with several functions.

This section allows you to move easily through the pages of the report. You can either move through each page individually or simply enter the page number you want to see.

Use this field to search for a candidate’s name. Clicking **Next** will take you to the next match based on the search value entered.

Click on this button for the Export drop down menu. A number of different export options are available to you for use in other applications or tools.
The Refresh button will reload the information on the page and start again at line one.

Manage My Candidates

The Manage My Candidates view of the dashboard displays the entire candidate pool. It includes all candidates that have either provided you with their background check or have been added to the list because you would like them to become part of your candidate community. If a row is highlighted in grey, that designates those candidates that have shared their background check with your organization. The grey highlights will disappear after the background check has been reviewed and rated as either Eligible or Ineligible by you, but the Origin column will continue to display Shared for those individuals.

The Origin column tells you how the candidate was added to the dashboard for your organization. The candidate’s status will change as they move through the background check process, but the origin value will always remain the same. The values that might appear in the Origin column include:

- **Upload**
  Will appear when a candidate is added to the dashboard via upload.

- **Invited**
  Will appear when a candidate is added to the dashboard through an invitation link.

- **Integration**
  Will appear when a candidate passes to your dashboard via the integration between your volunteer management system and Sterling Volunteers.

- **Org – “Org User”**
  Will appear when an organization user has generated an order on behalf of the candidate through the Order Background Check(s) link on the dashboard.

- **Shared**
  Will appear when a candidate is added to your dashboard because they shared their background check with your organization.

When first accessing the Manage My Candidates view, the standard columns will be displayed. These include the selection checkbox to the left of the candidate name, Candidate Name, Position(s), Level/Screen, Origin, Order Date, Latest Update, Candidate Since, and Status. You have the ability to customize the columns you view on this screen by clicking on the Show/Hide Columns drop-down button.
You can add or remove any of the standard columns from view, along with additional columns (Invitation date, VV Order, Adjud Date, Restrictions, Views, Email Address, Phone Number, Address, Date of Birth, Role, Hours and Payment) by checking or unchecking the boxes within the Show/Hide Columns drop-down list. The checkbox column to the left of the candidate name and the Candidate Name column cannot be removed from view. Once you have selected the columns you would like to view on your dashboard, you can select the Remember My Choices option to save your current column selections.

Three additional columns can also be configured by your Sterling Volunteers Account Manager to allow you to categorize your candidate pool so that it makes the most sense for your organization. For example, you might want to add a column for the location or event where the candidate spends the majority of their time. Another option might be to include a column that allows you to define the types of skills or certifications the candidate might have. When you are ready to set these up for your organization, please contact The Advocates at the email address found on the main page of this guide.

While on the Manage My Candidates view, you also have the ability to edit key pieces of data for the candidates in your list. Simply check the box to the left of the candidate’s name and select the Edit Candidate button on the task bar. The modifiable fields will be displayed. You have the option to edit the Email Address, Phone Number and Address of the candidate along with the values entered in the 3 configurable columns. Keep in mind that the Email, Phone and Address fields will only be available to edit if no background check has previously been ordered. These three pieces of information are automatically populated from the data entered by the candidate when they place their background check order.

Understanding that you may be working with quite a large group of candidates, we have incorporated a number of tools on this view to make it easier for you to manage their data. You can page through the candidates in your list and choose the number of candidates you’d prefer to display on each page.

| Show me | 10 | 50 | 100 | 200 | 1000 | records per page |

You have the ability to filter the candidates to a more manageable list by clicking on the links for the different statuses below the circle chart legend. You can use the Search function to filter based on specific details in the columns displayed: Last Name, First Name, Email, Level/Screen, Position, Origin, Order Date, Latest Update, Candidate Since, Status, Phone, Address City, Address State, or Address ZIP Code. If the additional configurable fields are defined for your organization, you will be able to filter the values entered in those columns as well. And with a simple click of the mouse on any of the column headers, you can toggle the sorting of the data to ascending or descending order for that column.

In order to sort in a way that meets your specific needs, click on the Custom Sort option on the task bar. Click Add New Line and select the column you would like to sort by and if you would like to show the data in ascending or descending order. Additional lines may be added or deleted as needed. Once you are ready, click on the Sort button. Each time you login and view the Manage My Candidates dashboard, the data will be sorted in this way. You may change the options or remove them entirely at any time.
If you have not selected the custom sort option, you will see the word OFF highlighted in grey to the right of the option. Once the custom sort has been defined, you will see the word ON highlighted in green.

Included in the Manage My Candidates view is information regarding updates to current background checks. All background checks are updated on a monthly basis to ensure the data is accurate and compliant. At first, the Last Update column will display a clock icon with the text Update Pending. As monthly updates are run, the following details will be displayed based on the results returned:

- ☹️ Update pending – Shown for background checks that are less than a month old and have not had an initial update run.
- ✔️ Update Clear – Shown when all monthly updates have returned a clear result.
- ! New Crim History Found – Identifies that new criminal history was reported as a result of a monthly update. The red exclamation point will be displayed until the report has been reviewed and rated Eligible or Ineligible by the organization. The text will remain the same but will no longer show in red. Monthly updates will continue to run each month for one year from the date of the initial background check order.
- ☎️ Yellow Hourglass – Shown when an update is due within 48 hours and/or an update is currently in progress.
- ⬡️ Update Pd. Expired – Indicates that the updates have been run for the entire year following the initial background check order and no further updates to this order will be run.

If logged into the organization dashboard as a designated Super User, you will have the ability to select and Remove specific candidates using the option on the task bar. Only candidates that have not already generated a background check order will be able to be removed using this functionality.

The Communications drop-down menu from the task bar gives you the option to invite, via email, a candidate to provide you with a background check. The specific invitation options are reviewed in more detail later in this guide.

Once the candidates have been added to the candidate pool, you can use the checkbox next to any name (or names) to perform a number of different actions. You can send invitations, or you can resend or cancel invitations that have previously been sent. The Resend and Cancel options are only available if the previously sent invitation has not been used to generate an order for a background check.

The task bar also has an Export option available that allows you to download a full list of your candidate pool to a .CSV file on your system. Once the download is complete, just open the file in Excel to view all of the details specific to each candidate (i.e. name, address, phone number, level, last screen date, current status, etc.).
User Permissions for Additional Organization Administrators
Privacy and security are always of utmost concern to our clients and we work hard to make sure that we offer the most secure platform and follow best practices in privacy protection. To that end, we have user permissions on our platform to allow you to assign access levels to each of the Sterling Volunteers users within your organization. Only those that need to view the results of a background check can be given the ability to do so. A user may also be able to view the candidate pool dashboard data for other accounts associated with their organization. Other levels of accessibility for individual users are also available. This is NOT something that you can adjust yourself.

If this is something you feel would be useful within your organization, please contact The Advocates at the email address found on the main page of this guide.

Viewing the Candidate’s Profile
To view a candidate profile from the Manage My Candidates view of the dashboard, simply click on a candidate’s name. Note that only the names of those candidates that have completed a background check will display as a link. The profile will be displayed as an overlay to your standard dashboard view. The candidate’s name will be displayed on the left-hand side of the profile. The profile may also display the candidate’s picture and personal profile (if the information has been added by the candidate).

When you view a candidate that has been marked as Eligible for your organization, the Badges section will display a blue icon indicating the level of check they have received for your organization, along with a badge that incorporates your organization’s name. If this candidate has also been marked as Eligible by other organizations on the Sterling Volunteers platform, additional badges will be displayed in grey. Click on the blue icons or badges to display the background check report associated with that specific badge.

On the right-hand side of the Candidate Profile screen, you will see the candidate’s current status with your organization. You have the ability to change their eligibility directly from their profile by clicking on Change Eligibility. The options available to you will depend on the current status of this candidate within your organization.
The right side of the candidate profile also shows current positions assigned to this candidate as well as an Activity Log that tracks communication between your organization and the specific candidate. Finally, the Background Check Reports section lists all available reports along with their Report Type, Date, Status and a link to open and view a copy of the report. An additional link allows you to view the Consent language that the candidate accepted when submitting their background check order.

Should you need additional information on the layout of the background check report – and how you can easily read and interpret it, simply click on the How do I read this Report? link. It will open a PDF document in a new window or tab of your browser. To close the selected report and return to the candidate profile view, click on the Close link in the upper right hand corner of the window.

Order Background Check(s)
Sterling Volunteers realizes there are times when a candidate will need to be screened but cannot place the order on their own. Some common examples of this include candidates younger than 18 years of age or elderly candidates that do not have access to or know how to use a PC or the internet. If you need to order a check on behalf of a candidate, you can do so via the Order Background Check(s) option on the Manage My Candidates view of the dashboard. To activate this feature or to receive more information about it, please reach out to The Advocates at the email address found on the main page of this guide.

Invitations to Candidates
Inviting candidates to become part of your candidate pool is simple. You can choose from the following methods.

Option 1 – Send Invitation
You have the ability to send a manual invitation to one or more candidates right from the Communications drop-down menu on the dashboard toolbar. If these candidates are already loaded to the candidate pool, you simply select the checkbox next to their name(s) and the system will automatically populate their first and last name, along with their email address on the Send Invitations screen shown below. To add individuals that are not currently in your candidate pool, select Add Candidate to enter additional first and last names and email addresses manually. You have the ability to include attachments in the invitation emails. If you are interested in learning more about this option, please contact The Advocates at the email address found on the main page of this guide.

The three boxes outlined in red are the optional fields that clients can use to collect data. You will not see these boxes if you do not have this feature enabled.
Option 2 – Upload
Use the Upload option on the dashboard toolbar to upload a file containing a large list of candidates. We have provided a file format layout and client instructions for creating this file (see the Client Instructions link on the screen shown below). You have the ability to load the candidates and send their invitations at the same time, or load the candidates and send the invitations later, either individually or in groups based on the candidate positions your organization requires.

On the Sterling Volunteers website (https://app.sterlingvolunteers.com/) the candidate should select Create An Account under the Candidates section on the right-hand side of the screen to create a username and password.
and provide an email address. Once the candidate has created their account, they should click on Get Verified from the menu bar and enter the code you have provided to them. Once they have entered a valid code, then they can hit submit to continue with the background check process.

Note: If the candidate has trouble receiving emails from Sterling Volunteers, please have them check the Spam folder within their email application. It is best if they add NoReply@sterlingvolunteers.com to their trusted contact list to ensure they do not miss important messages regarding their background check and related communications from Sterling Volunteers.

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 the Manage My Candidates view is:
Open Invitation
Once an invitation has been sent to the candidate, the candidate 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
When the background check report is complete, you and the candidate will each receive an email. The candidate will remain in this status on the Manage My Candidates view until you have reviewed and/or rated their report from the Review Background Checks view.

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. Click on the Review Background Checks view to see the reports that are complete and are ready to be rated. You can review the completed report for any of the candidates listed and rate the results as either Eligible or Ineligible.

Other Order Status’
You may see any of the below order status’ in addition to those listed above.

Inactive - At any time after the background check has been completed and rated as Eligible, you have the option to move that candidate to an Inactive status. This is done by clicking the candidate’s name to display their profile and selecting Inactive in the Status drop-down list.

No Order Placed - Candidates will be listed with a status of No Order Placed if you have uploaded a list of candidates but have not yet selected and sent an invitation to these individuals. Cancelling an invitation will also move a candidate’s status on the dashboard to No Order Placed.

Renewal Invitation - When a candidate has been notified via email that their previous background check consent is about to expire and sent an invitation to renew. Please note that you have to initiate the renewal notice. It is not a system automated action.

Background Check Hold - Clients can now set up their account to be configured so that orders can be reviewed prior to being processed. The threshold will be a dollar amount that the client wants to set for review. Once an order is put into the hold queue, clients must either cancel or submit the order. This feature can only be used when the ‘client pays all’ payment option is used.

Alert – Action Required - Candidates will be listed with a status of Alert – Action Required (highlighted in red) when a monthly update has been run and additional criminal history has been found. This candidate would show on the Review Background Checks portion of the dashboard and would require additional review and rating by the organization.

The typical flow of status that you will see on the Review Background Checks view is:

Processing
Clear / Consider
Reviewing Background Results

You will be notified via email when a candidate’s background check is complete. However, you don’t have to wait for that notification as the Dashboard contains a full listing of all candidates affiliated with your organization and the status of each.

Viewing the results of your candidate’s background check is easy. To begin, go to the Sterling Volunteers application page.

https://www.SterlingVolunteers.com

Choose the Log In option from the upper right-hand corner of the screen. The login window will be displayed as shown below. Enter your username and password on the left-hand side of the screen labeled Organizations.

Step 1 – Review Background Checks view

Once you have logged into the system, the Review Background Checks view of the dashboard will be displayed. All of the candidates who have a background check in process or have a completed background check will be listed in this view. At the top of the screen, you will see two ways for you to drill down to view specific candidates: (1) My Candidates – those candidates that have been invited to be a part of your community; or (2) Interested Candidates – those candidates that have shared their background check with you.

Step 2 – Select candidate(s)

Select a candidate or multiple candidates by marking the checkbox(es) next to the desired name(s) or clicking the link for an individual candidate’s name. You will only be able to view reports for those candidates with a status of either “Clear” or “Consider”.

Page | 18
Step 3 - Review/Rate Report

The background report for the candidate you have selected will be shown as an overlay to the standard dashboard view as shown in the image below. If multiple candidates have been selected, you can move through their reports by clicking on the right and left arrows that will then be located at the top left-hand side of the screen.

If all of the candidates selected have a Clear result on their report, you may choose to Mark All Selected ‘as Eligible’ from the Review drop-down menu. If you would like to review and rate the reports individually, you would choose the Eligible or Ineligible option under the Review drop-down menu. If you would like additional information regarding the layout of the report – and how you can easily read and interpret it – click on the How do I read this Report? This will open a new window or tab of your browser. Once you have completed the rating of a report, the candidate will automatically receive an email notifying them that
they are either Active or have been noted as Consider by your organization. They will also no longer show in the Review Background Checks tab but moved to the Manage my Candidates.

Keep in mind that if the volunteer is rated as Ineligible, you will need to follow the Adverse Action processes as laid out by the FRCA. Sample letters regarding the adverse action process have been provided in Appendix B.

If the candidate is noted as an Interested candidate and is sharing their report with your organization, the row will be highlighted in grey with a blue checkmark in the Shared column. When selecting this candidate, you will be prompted to provide your consent to view a shared background check report. You must check the box before viewing the report. If you do not wish to view, simply click the close option.
How to Read Volunteer Background Check Reports

A background check report provides you with information regarding a potential or current volunteer's criminal history and other information of interest. It's important for you to be able to read – and understand – the report before determining whether an individual is fit to begin or continue volunteering with your organization. To that end, we have created a quick and handy guide to reading and making sense of your Verified Volunteers background check reports.

1. Confidential Volunteer Background Check Report
2. Volunteer Kevin Michael Henderson
3. Volunteer Information
4. Volunteer Quick View
5. Monthly Update Status
6. Background Check Report Summary
7. Level 3: Complete Criminal History Record Locator Search
8. IA Iowa State Court System State Criminal Search
9. Verified Data
10. Case Number: 2010M0040945
   File Date: 6/25/2010
   Court: IA State of Iowa
   Verified By: Name, SSN
   Last Name: Henderson
   First Name: Michael
   Middle Name Not Provided
   SIR# xxx-xx-028
   DOR: 1/08/2008
   Case Status Open Case
   Arrest Date: 08/13/2010
   Disposition Date: 08/15/2010

Your background check is pending review by Angel Wings house
Monthly Update Status Clear
Level 3: Complete Criminal History Record Locator Search
ID Confirm – Data from Driver's License used to process background check report
1. Lists client name and account.
2. Displays the volunteer’s name, order number and the effective date of the report (the date the background check report was ordered). When calling Verified Volunteers, you will need this information on-hand for reference.
3. Displays volunteer information (address, SSN, email address, and phone number). For security reasons, personally identifiable information is not fully displayed.
4. Volunteer Quick View
   
   **Overall Status:**
   When you mark a volunteer as ‘Ineligible’ or ‘Eligible’ on your Volunteer Dashboard, that status will display in the first bullet under Volunteer Quick View on the background check report. The language in the bullet will not use the terms ‘Ineligible’ or ‘Eligible,’ but will let the volunteer know if you have completed your review, you need to review further (i.e. there was information returned on the report that requires further review), or you have not yet reviewed the report.

   **Monthly Update Status:**
   Displays one of the following icons or text:
   - A © indicates that the first monthly update is pending.
   - A ✓ indicates that the latest monthly update status has reported no new criminal history.
   - A ✗ indicates that there is new information to review as a result of a monthly update. *When this type of information is identified on the report, your dashboard will be updated and you will receive an email alert.*
   - A ☰ indicates that an update is due within 48 hours and/or an update is currently in progress.
   - The statement “Update Pd. Expired” indicates that updates have been run for the entire year following the initial background check order and no further updates will be run.

   **Level Information:**
   Includes level of background check. A green checkmark indicates that all products within the package have been returned clear. A yellow exclamation point indicates that information has been returned on the report that requires review. Additional non-criminal searches (i.e. Motor Vehicle Record search, credit report, and/or personal or professional reference checks) are listed separately.

   **ID Confirm:**
   If there is no camera icon, then ID Confirm was not run on the volunteer or the results were inconclusive.
   - A blue camera icon indicates that an ID has been validated for this volunteer. The volunteer's background check was run using the exact information contained on the ID.
   - A orange camera icon indicates that an ID has been validated for this volunteer. The information used to run the volunteer's background check was modified by the volunteer.

5. Lists each update and its associated status. A yellow exclamation point indicates that information has been returned on the report that requires review. You will see the details associated with this information at the top of your report and in the Background Check Report Summary. You will also be alerted via email notification of any new information found on a monthly update. If the report has been updated for 11 months, you will see a statement in this section that reads “Update Pd. Expired.”

6. Lists all products included in the background check report bundle, along with the locator products that were used to determine which jurisdictions should be searched for criminal history (there are no results associated with these locator products; they are used solely to aid and refine the search process). Also lists other included products such as alias and additional non-criminal searches (i.e. Motor Vehicle Record search, credit report, and/or personal or professional reference checks).

7. Displays product name and status. A green checkmark indicates a clear result. A yellow exclamation point indicates that there is information in the report that requires further review.

8. Displays status, date search was requested, and date search was completed.

9. Shows PII given by the volunteer in order to conduct the search.

10. Displays results of the background check. Contains up-to-date, reportable information directly from the source. In addition, all records reported are FCRA compliant according to Federal and State of residence guidelines.

Also included on the background check report, but not pictured to the left, are 2 legal disclaimers:

- The General Disclaimer is located after the Background Check Report Summary.
- A Summary of Rights Under the Fair Credit Reporting Act is located at the end of the Background Check Report.
**Glossary of Terms**

**Active** The candidate will be noted as Active on their profile when you have rated their background check report as Eligible for your organization.

**Adverse Action** The FCRA requires a 2 step process for adverse action: Step 1 requires a pre-adverse action letter, which includes a copy of the background screening report and a FCRA summary of rights, and needs to be provided to the candidate. If the candidate does not dispute the information within 5 days, an Adverse Action letter is sent which denies the position (Step 2).

**Advocates** The members of the Sterling Volunteers customer care team; contact information is provided on the cover page of this guide.

**Background Check** A background check is the process of looking up and compiling criminal records, commercial records and financial records of an individual or an organization.

**Badge** Used to identify the background check reports marked as Eligible by the organization after reviewing the candidates’ report results.

**Candidate** This is defined as an individual who is/could either be a volunteer or a potential employee.

**Candidate Pool** The individuals displayed on the candidate view of the Dashboard make up the candidate pool for your organization. They consist of those individuals that have been invited to perform a background check, those that have a background check in process, individuals that have a completed background check and have been rated by your organization as well as those that have been moved to Inactive.

**Clear** This refers to a result returned on the background check report when no reportable data is returned for a specific product ordered.

**Communications** Drop-down menu available on the dashboard that provides the organization the ability to send or re-send invitations to candidates, cancel an invitation or upload a list of multiple candidates into the candidate pool.

**Consider** This refers to a result returned on a background check report when a reportable piece of data is returned for a specific product ordered. The Consider result may be returned on the criminal products (including County criminal, Statewide criminal, DOJ sex offender and OFAC and motor vehicle searches) and will make the period for monthly updating expire.

**Criminal Search** This is defined as a primary source search through either a State or County criminal court to determine if there is any reportable criminal history.

**Dashboard** Provides the organization with the ability to monitor the current candidates in their candidate pool, communicate with the candidates and to review and rate the completed Background Checks.

**DOB** Date of Birth

**DOJ Sex Offender** The DOJ Sex Offender Search / National Sex Offender Public Website (NSOPW) is a comprehensive nationwide sex offender search – it is the only up-to-date, comprehensive source of sex offender information. Sex offenders are not reportable under Nevada state law, so Sterling Volunteers is not able to return results for offenders registered in Nevada. Oregon only reports information for those sex offenders considered to be “predatory.”

**Eligible** The rating value used when the organization has reviewed the results and details for each product ordered on the background check report. This designation means that the individual meets the criminal history requirements to volunteer/work with the organization. Once a candidate is designated as Eligible, he or she has a badge added to their profile and will be noted as Active with your organization.
**Employee** This is defined as an individual who is seeking a paid position with an organization.

**Events** This is an option on the Dashboard that is still under development.

**FCRA** Fair Credit Reporting Act is a federal law (codified at 15 U.S.C. § 1681 et seq.) that regulates the collection, dissemination, and use of consumer information.

**Inactive** A candidate that has had a background check report processed and rated by an organization but has since been marked as Inactive within the organization’s candidate pool.

**Ineligible** The rating value used when the organization has reviewed the results and details for each product ordered on the background check report and has determined that the individual does not meet the criminal history requirements to volunteer/work with the organization. When an individual is rated as Ineligible, no badge is added to the candidate profile and they will have Consider noted on their completed background check for that organization.

**International Address** The Sterling Volunteers platform can collect international addresses for volunteers who are currently living outside of the United States. You can use this information to run a Globex search. This product uncovers criminal, civil or sanctions on an international basis such as corruption, drug trafficking, terrorism and other serious crimes.

**Level** The level of background check is the depth of criminal history check performed on a volunteer. Sterling Volunteers offers 3 standard background check levels: Basic, Advanced and Complete Criminal History Locator Searches.

**OFAC** The Office of Foreign Assets Control, which is run by the US Treasury. They provide documentation for our Government Watch List Search, which identifies individuals and companies owned, controlled by, or acting on behalf of countries targeted by US foreign policy as terrorists and narcotics traffickers. These individuals are identified as Specially Designated Nationals (“SDN”).

**Positions** The position identifies the level of background check to be performed and the payment responsibilities defined by the organization, the candidate, or a combination of both.

**Primary Source** A primary source is where the arrest, charge, or disposition of a case actually occurs and contains the most up-to-date information about an individual. The Department of Justice (DOJ) is considered a primary source for sex offenders. Motor Vehicle reports are also considered primary sources.

**Products** The products refer to the specific searches Sterling Volunteers offers during the background screening process (i.e. Criminal searches, Motor Vehicle Searches, Sex Offender products, etc.).

**SSN** Social Security Number, a unique reference number assigned to each person in the United States as defined in the Social Security system. Although this number is not required to perform a background check, it is recommended as it can aid in determining if a record is reportable.

**Unperformable** Any check that is marked as unperformable (!) on the report means that despite our best efforts, we were not able to complete the check. This could be due to the candidate not providing the correct information or non-responsiveness of the volunteer for additional/required information.

**Volunteer** This is defined as an individual who is willing to work with an organization without being paid.
APPENDIX A – SAMPLE CLIENT EMAILS

Sample Invitation Email

Sample Eligible Email

Dear Cindy Smith,

Congratulations! Your background check has been reviewed by Piper’s Pet Rescue. You will be contacted by Piper’s Pet Rescue to ensure all required steps have been completed prior to activating you as a volunteer.

You will see a badge on your Profile page displaying your level of background check. To view your detailed results, login and click directly on the badge.

If you encounter any issues, please feel free to contact us at the email address listed below and we will get back to you as soon as we can.

The Advocates Customer Care Team
TheAdvocates@VerifiedVolunteers.com

Stay Connected

© Copyright 2015 Verified Volunteers - All Rights Reserved.
Dear Cindy Smith,

Your background check has been received by Piper’s Pet Rescue and has noted your history contains some information they’d like to review. If further information is needed, you will be contacted by Piper’s Pet Rescue to ensure all required steps have been completed prior to activating you as a volunteer.

To view your detailed results, log in and from your Profile page, click directly on ‘Verified’ to view your report.

If you encounter any issues, please feel free to contact us at the email address listed below and we will get back to you as soon as we can.

The Advocates Customer Care Team
TheAdvocates@VerifiedVolunteers.com

Stay Connected

© Copyright 2015 Verified Volunteers - All Rights Reserved.
Sample Pre-Adverse Action Letter

[Date]

[Applicant first and last name]
[Applicant address 1]
[Applicant address 2]
[Applicant city, state and zip code]

RE: Control Number [Control Number]

Dear [Applicant first and last name],

You consented to an independent investigation conducted by Verified Volunteers, a consumer reporting agency, whose address and telephone number are 113 South College Avenue, Fort Collins, CO 80524, Telephone: (855) 826-1860.

If the accuracy of the information contained in your background report is not successfully challenged, our organization will not be able to use your services as a volunteer. Verified Volunteers has not made this decision and is not able to explain why the decision was made.

Please find enclosed a copy of your report and summary of rights. A copy of the report and a copy of your rights under the federal/state Fair Credit Reporting Act are available on the Verified Volunteers website at https://app.verifiedvolunteers.com (log into your account). You have the right to obtain a free copy of your file from Verified Volunteers if you request the report within 60 days. You also have the right to dispute directly with Verified Volunteers the accuracy or completeness of any information provided by it.

If you believe the information listed above is not accurate, please contact Verified Volunteers within five business days of the receipt of this letter and advise our organization that you have done so.

Sincerely,

[Organization Name]
[Organization Address]
[Organization Phone Number]

Enclosures:
Consumer Report
A Summary of Your Rights Under the Fair Credit Reporting Act
State Summary of Rights as appropriate
Sample – Final Adverse Action Letter

[Date]

[Applicant first and last name]
[Applicant address 1]
[Applicant address 2]
[Applicant city, state and zip code]

RE: Control Number [Control Number]

Dear [Applicant first and last name],

We wish to advise you that we cannot give any further consideration to your offer to volunteer for our organization. This action was influenced by information contained in a consumer report provided by:

Verified Volunteers
113 South College Avenue, Fort Collins. CO 80524
Telephone: (855) 826-1860

Under the federal Fair Credit Reporting Act we are required to make the following disclosure to you:

You have the right to obtain a free copy of your file from the consumer reporting agency if you make a request with the agency within 60 days. In our previous letter, we provided you with a copy of your report and summary of rights. We also indicated that a copy of the report and federal/state summary of rights were available on the Verified Volunteers website at https://app.verifiedvolunteers.com (log into your account). You also have the right to obtain from the consumer reporting agency, free of cost, an additional copy of the report.

You have the right to dispute directly with the consumer reporting agency the accuracy or completeness of any information provided by the consumer reporting agency.

The consumer reporting agency did not make the adverse decision and is not able to explain why the decision was made.

Sincerely,

[Organization Name]
[Organization Address]
[Organization Phone Number]

Enclosures:
Consumer Report
A Summary of Your Rights Under the Fair Credit Reporting Act
State Summary of Rights as appropriate
### Confidential Background Check Report

**Candidate Information**

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>City, State, Zip Code</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Keith Michael Billings</td>
<td>5312 Main Ave, Myrtle Beach, SC 29579</td>
<td>(404) 555-5678</td>
<td><a href="mailto:km@email.com">km@email.com</a></td>
<td></td>
</tr>
</tbody>
</table>

**Background Check Report Date:** January 29, 2019

**Order Date:** January 29, 2019

### Results Quick View
- **Angel Wings House** has reviewed your background check.
- **Level 2: Advanced Criminal History Search**
- **Level 3: Advanced Criminal History Record Locator Search**

### Background Check Report Summary

#### Level 1: Advanced Criminal History Record Locator Search

- **Government Watch List Search (WAC)**
- **DOB Sex Offender**
- **SC Horry County Criminal Search**

#### Level 2: Advanced Criminal History Record Locator Search

- **National Search**
  - **Social Security Trace**

### General Statement

This report includes information that has been requested, verified, or otherwise deemed necessary to be disclosed to the public. The information provided is based on the level of investigation conducted by the background check agency. The results are not based on all possible sources of information and may not be exhaustive. The results are intended for informational purposes only and may not be used for any discriminatory purpose.

### Results

1. **Government Watch List Search (WAC)**
   - **Status:** CLEAR
   - **Date Requested:** January 29, 2019
   - **Date Completed:** January 29, 2019
   - **Record Details:**
     - Last Name: Billings
     - First Name: Keith
     - Middle Name: Michael
     - DOB: 6/7/1966
     - SSN: 667-88-3291

2. **DOB Sex Offender**
   - **Status:** CLEAR
   - **Date Requested:** January 29, 2019
   - **Date Completed:** January 29, 2019
   - **Record Details:**
     - Last Name: Billings
     - First Name: Keith
     - Middle Name: Michael
     - DOB: 6/7/1966
     - SSN: 667-88-3291

3. **SC Horry County Criminal Search**
   - **Status:** CLEAR
   - **Date Requested:** January 29, 2019
   - **Date Completed:** January 29, 2019
   - **Record Details:**
     - Last Name: Billings
     - First Name: Keith
     - Middle Name: Michael
     - DOB: 6/7/1966
     - SSN: 667-88-3291

**Notes:**
- All results are based on the information available at the time of the search. The results do not include any information that may have been updated or changed since the time of the search.
- The results are intended for informational purposes only and may not be used for any discriminatory purpose.

**Department:**
- **Personnel:**
  - **Date:** January 29, 2019
- **Note:**
  - **Type:** Additional background checks are not available.
  - **Reason:** No additional information could be obtained.

**Contact Information:**
- **Phone:** (404) 555-5678
- **Email:** km@email.com

**Additional Information:**
- **DOB:** 6/7/1966
- **SSN:** 667-88-3291

**Verification:**
- **DOB:** 6/7/1966
- **SSN:** 667-88-3291
- **Address:** 5312 Main Ave, Myrtle Beach, SC 29579
- **Phone:** (404) 555-5678

**References:**
- **Personal:**
  - **Name:**
    - **Relationship:**
      - **Contact:**
        - **Phone:** (404) 555-5678
        - **Email:** km@email.com
- **Professional:**
  - **Name:**
    - **Relationship:**
      - **Contact:**
        - **Phone:** (404) 555-5678
        - **Email:** km@email.com

**Questions:**
- **Common:**
  - **DOB:** 6/7/1966
  - **SSN:** 667-88-3291
  - **Address:** 5312 Main Ave, Myrtle Beach, SC 29579
  - **Phone:** (404) 555-5678
  - **Email:** km@email.com

**Additional Notes:**
- **DOB:** 6/7/1966
- **SSN:** 667-88-3291
- **Address:** 5312 Main Ave, Myrtle Beach, SC 29579
- **Phone:** (404) 555-5678
- **Email:** km@email.com

**Valid:**
- **DOB:** 6/7/1966
- **SSN:** 667-88-3291
- **Address:** 5312 Main Ave, Myrtle Beach, SC 29579
- **Phone:** (404) 555-5678
- **Email:** km@email.com

**Verified:**
- **DOB:** 6/7/1966
- **SSN:** 667-88-3291
- **Address:** 5312 Main Ave, Myrtle Beach, SC 29579
- **Phone:** (404) 555-5678
- **Email:** km@email.com

**Released:**
- **DOB:** 6/7/1966
- **SSN:** 667-88-3291
- **Address:** 5312 Main Ave, Myrtle Beach, SC 29579
- **Phone:** (404) 555-5678
- **Email:** km@email.com
A Summary of Your Rights Under the Fair Credit Reporting Act

The federal Fair Credit Reporting Act (FCRA) protects the accuracy, fairness, and privacy of information in the files of consumer reporting agencies. There are many types of consumer reporting agencies, including credit bureaus and specialty agencies such as those that sell information about check-writing histories, medical records, and rental-history records. Here is a summary of your major rights under the FCRA. For more information, including information about additional rights, go to www.consumerfinance.gov/harmonize or write to Consumer Financial Protection Bureau, 1700 G Street NW, Washington, DC 20549.

You must be told all information in your file has been used against you. Anyone who sees a credit report or another type of consumer report to carry your application for credit, insurance, or employment – or to take another adverse action against you – must tell you, and must give you the name, address, and phone number of the agency that provided the information.

You have the right to know what is in your file. You may request and obtain all the information about you in the file of a consumer reporting agency (your "file disclosure"). You will be required to provide proper identification, which may include your Social Security number. In some cases, the disclosure will be free. You are entitled to a free file disclosure as:

- a person has taken adverse action against you because of information in your credit report;
- you are the victim of identity theft and ask for a fraud alert within 90 days;
- you are a victim of identity theft and ask for a fraud alert within 72 hours;
- you are a victim of identity theft and ask for a fraud alert within 5 days.

In addition, all consumers are entitled to one free file disclosure every 12 months. You can request from each nationwide credit bureau a free file disclosure every 12 months. Only one credit bureau may charge a fee for a file disclosure. See www.consumerfinance.gov/harmonize for additional information.

You have the right to be told if your report contains inaccurate information. If you identify information in your file that is incomplete or inaccurate, and report that the consumer reporting agency must investigate unless your dispute is frivolous. See www.consumerfinance.gov/harmonize for an explanation of dispute procedures.

Consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information. Inaccurate, incomplete, or unverifiable information must be removed or corrected, usually within 30 days. However, a consumer reporting agency may continue to report information that is verified as accurate.

Consumer reporting agencies may not report outdated negative information. In most cases, a consumer reporting agency may not report negative information that is more than seven years old, or bankruptcies that are more than 10 years old.

Access to your file is limited. A consumer reporting agency may provide information about you only to people with a valid need – usually to consider an application with a creditor, insurer, employer, landlord, or other business. The FCRA specifies those with a valid need for access.

You must get your consent for reports to be provided to employees. A consumer reporting agency may not get or sell information about you to your employer, or a potential employer, without your written consent given to the employer. Written consent generally is not required in the trucking industry. For more information, go to www.consumerfinance.gov/harmonize.

You may seek damages for violations. If a consumer reporting agency, or a consumer reports or a file disclosure to a consumer reporting agency violates the FCRA, you may be able to sue in state or federal court. Identify theft victims and those who mistakenly believe they have credit issues should contact the Federal Trade Commission at 1-877-382-4372 or go to www.consumerfinance.gov/harmonize.

States may enforce the FCRA, and many states have their own consumer reporting laws. In some cases, your state may have more rights under state law. For more information, contact your state’s consumer protection agency, or your state Attorney General. For more information about your federal rights, contact:

<table>
<thead>
<tr>
<th>For questions or concerns regarding:</th>
<th>Please contact:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Banks, savings associations, and credit unions with total assets of over $16 billion and their affiliates.</td>
<td>Bureau of Consumer Financial Protection 1700 G Street NW Washington, DC 20552</td>
</tr>
<tr>
<td>Such affiliates that are not banks, savings associations, or credit unions also should list in addition to the Bureau.</td>
<td>Federal Trade Commission Consumer Response Center – FCRA Washington, DC 20580 (877) 382-4372</td>
</tr>
<tr>
<td>To the extent not included in item 1 above.</td>
<td>Office of the Comptroller of the Currency Customer Assistance Group</td>
</tr>
</tbody>
</table>
b. Such affiliates that are not banks, savings associations, or credit unions also should list in addition to the Bureau:

b. Federal Trade Commission
   Consumer Response Center -
   FTCRWA Washington, DC 20580
   (877) 382-4357

2. To the extent not included in item 1 above:

a. National banks, federal savings associations, and federal branches and federal agencies of foreign banks

   a. Office of the Comptroller
      of the Currency
      Customer Assistance Group
      1301 McKinney Street, Suite
      3400
      Houston, TX 77010-5050

b. State member banks, branches and agencies of foreign banks (other than federal branches, federal agencies, and insured state branches of foreign bank), commercial lending companies owned or controlled by foreign banks, and organizations operating under section 25 or 26A of the Federal Reserve Act.

   b. Federal Reserve Consumer
      Help Center
      PO Box 1200
      Minneapolis, MN 55480

c. Nonmember insured banks, insured State Branches of Foreign Banks, and insured state savings associations

   c. FDIC Consumer Response
      Center
      1100 Walnut Street, Box #11
      Kansas City, MO 64106

d. Federal Credit Unions

   d. National Credit Union
      Administration
      Office of Consumer Protection
      (OCP)
      Division of Consumer
      Compliance and Outreach
      (DCCO)
      1775 Duke Street
      Alexandria, VA 22314

3. Air carriers

   Air: General Council for
   Aviation Enforcement &
   Proceedings
   Aviation Consumer Protection
   Division
   Department of Transportation
   1200 New Jersey Avenue SE
   Washington, DC 20590

4. Creditors Subject to Surface Transportation Board

   Office of Proceedings, Surface
   Transportation Board
   Department of Transportation
   305 E Street, SW
   Washington, DC 20573

5. Creditors Subject to Packers and Stockyards Act

   Nearest Packers and
   Stockyards Administration area
   supervisor

6. Small Business Investment Companies

   Associate Deputy
   Administrator for Capital
   Access
   United States Small Business
   Administration
   409 Third Street, SW, 8th Floor
   Washington, DC 20416

7. Brokers and Dealers

   Securities and Exchange
   Commission
   100 F St NE
   Washington, DC 20549

   Credit Banks, and Production Credit Associations

   Farm Credit Administration
   1301 Farm Credit Drive
   Micanopy, FL 32667-5090

9. Retailers, Finance Companies, and All Other Creditors Not Listed Above

   FTC Regional Office for region
   in which the creditor operates
   or Federal Trade Commission:
   Consumer Response Center -
   FTCRWA Washington, DC 20580
   (877) 382-4357

You have the right to place a "security freeze" on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization. The security freeze is designated to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a security freeze may also have certain costs and practical consequences for you. For example, you should know that the following activities would be made more difficult or prevented entirely by a security freeze:

- A credit or financial institution may deny your application for a new loan, credit, or financial service when a consumer reporting agency reports that you have a security freeze on your report. You may not be able to obtain credit, credit insurance, or a financial product on terms available to customers who do not have a security freeze on their report.
- You may not be able to obtain certain financial products on terms available to customers who do not have a security freeze on their report.
- You may not be able to obtain certain financial products on terms available to customers who do not have a security freeze on their report.
- You may not be able to obtain certain financial products on terms available to customers who do not have a security freeze on their report.
- You may not be able to obtain certain financial products on terms available to customers who do not have a security freeze on their report.
- You may not be able to obtain certain financial products on terms available to customers who do not have a security freeze on their report.
- You may not be able to obtain certain financial products on terms available to customers who do not have a security freeze on their report.
- You may not be able to obtain certain financial products on terms available to customers who do not have a security freeze on their report.
- You may not be able to obtain certain financial products on terms available to customers who do not have a security freeze on their report.
- You may not be able to obtain certain financial products on terms available to customers who do not have a security freeze on their report.
- You may not be able to obtain certain financial products on terms available to customers who do not have a security freeze on their report.
- You may not be able to obtain certain financial products on terms available to customers who do not have a security freeze on their report.
- You may not be able to obtain certain financial products on terms available to customers who do not have a security freeze on their report.
- You may not be able to obtain certain financial products on terms available to customers who do not have a security freeze on their report.
- You may not be able to obtain certain financial products on terms available to customers who do not have a security freeze on their report.
- You may not be able to obtain certain financial products on terms available to customers who do not have a security freeze on their report.
- You may not be able to obtain certain financial products on terms available to customers who do not have a security freeze on their report.
- You may not be able to obtain certain financial products on terms available to customers who do not have a security freeze on their report.
- You may not be able to obtain certain financial products on terms available to customers who do not have a security freeze on their report.
- You may not be able to obtain certain financial products on terms available to customers who do not have a security freeze on their report.
- You may not be able to obtain certain financial products on terms available to customers who do not have a security freeze on their report.
- You may not be able to obtain certain financial products on terms available to customers who do not have a security freeze on their report.
- You may not be able to obtain certain financial products on terms available to customers who do not have a security freeze on their report.
- You may not be able to obtain certain financial products on terms available to customers who do not have a security freeze on their report.
- You may not be able to obtain certain financial products on terms available to customers who do not have a security freeze on their report.
- You may not be able to obtain certain financial products on terms available to customers who do not have a security freeze on their report.
- You may not be able to obtain certain financial products on terms available to customers who do not have a security freeze on their report.
- You may not be able to obtain certain financial products on terms available to customers who do not have a security freeze on their report.
- You may not be able to obtain certain financial products on terms available to customers who do not have a security freeze on their report.
- You may not be able to obtain certain financial products on terms available to customers who do not have a security freeze on their report.
- You may not be able to obtain certain financial products on terms available to customers who do not have a security freeze on their report.
- You may not be able to obtain certain financial products on terms available to customers who do not have a security freeze on their report.
- You may not be able to obtain certain financial products on terms available to customers who do not have a security freeze on their report.
- You may not be able to obtain certain financial products on terms available to customers who do not have a security freeze on their report.
- You may not be able to obtain certain financial products on terms available to customers who do not have a security freeze on their report.
- You may not be able to obtain certain financial products on terms available to customers who do not have a security freeze on their report.
Appendix E – On Demand Standard Reports

You can generate some standard reports on demand – right from the Reports menu accessible from the client dashboard. Note that these reports will no longer be sent to any client via email.

**Access Fees** – Run the Access Fees Report in order to view the jurisdictions added to each candidate’s order and the associated access fees.

The report includes the following fields: candidate orders, name(s) searched, primary or alias name, package, product(s) added to order, access fees per jurisdiction, county and state jurisdictions added, date order submitted.

**Client Dashboard** – The Client Dashboard allows you to see - at a glance - your entire Sterling Volunteers screening program.

The dashboard shows order volume, hit rate, turnaround time, a sharing and update summary, a candidate payment summary, contribution by age group and candidate state of residence.

**Client Users** – Allows you to identify individual information for any user that is assigned to your account. This report includes the following fields: user permissions, background check result permissions, dashboard permissions and report permissions.

**Manage My Candidates – Exportable Data** – Run the exportable Data File to view the same details and information included in your Manage My Candidates Dashboard in Excel format.

**Invitation Status Report** – Run the Invitation Status Report in order to view the status of any invitations that have been sent out to candidates by/on behalf of your organization. See how many invitations have been sent, resent or have resulted in an order. The report also gives the average turnaround time from invite to order placement.

The report includes the following fields: type of invitation sent, invitation ID, sender, date invitation sent, date invitation resent, candidate email, whether order has been placed, date order placed, hours/days from invitation to order, days outstanding for open invitations, invitation status, payment structure (amount required by candidate).

**Order Turnaround Time** – Run the Order Turnaround Time report in order to see – in detail – the time it takes each Sterling Volunteers background check order to be completed. Review the jurisdictions added to the order. View the average turnaround time by order package and the overall turnaround time for all orders.

The report includes the following fields: candidate orders, order package by Clear and Consider, any jurisdictions that may have been added to an order, date order was submitted, date order was completed and turnaround time in business days.

**Order Transaction Report** – Run the Order Transaction Report in order to organize and view the status of your candidate screening program – who was screened, at what package, order status, eligibility rating and more.

The report includes the following fields: Candidate Orders, name searched, primary or alias name, package, product(s) added to order, county and state jurisdictions added, date order submitted, date order due, date order completed, order status, eligibility rating, service score.
**Candidate Contribution** – Run the Candidate Contribution report in order to see what percentage of your background check costs are currently being paid for by candidates – whether required by your organization or voluntarily donated by the candidate.

The report includes the following fields: candidate orders, total cost of background check to the candidate, candidate contribution amount, access fee amount, total dollar amount paid by candidate, percentage paid by candidate.