



Ordering Manual

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LOGGING IN

1. Visit <https://enterprise.s2verify.com/>
2. Enter user name & password

Forgot your Password? No problem.

Click the “Forgot My Password” to send an email or use our chat feature to reset.



User ID

Password

[FORGOT PASSWORD?](#)

SIGN IN

Please contact support if you need assistance.

customerservice@s2verify.com; compliance@s2verify.com |

855-671-1933

Your client portal has been designed for quick access to the information you need most, whether you're looking up a specific applicant, finding all recent applicants with possible records or discrepancies, quickly ordering a standard background check, or compiling statistics for the last week or month.

This guide contains four main sections as follows:

- Ordering a report
- Finding a report
- Managing reports
- Managing your account

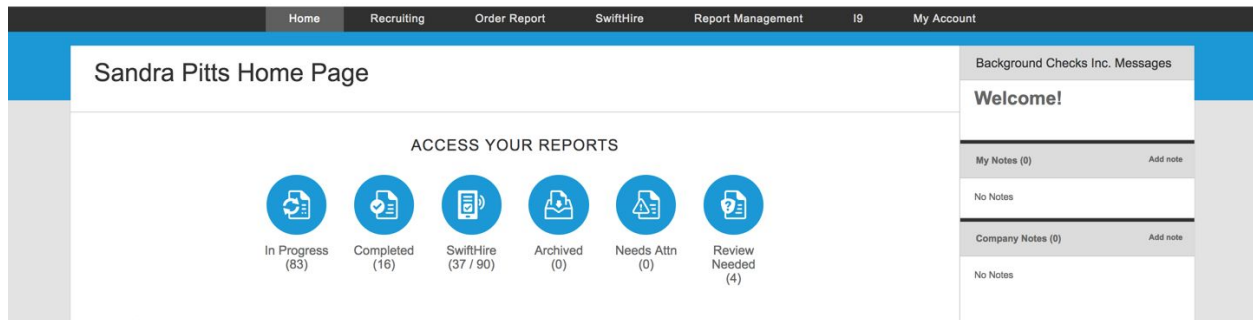
If you have any questions that are not covered in this manual, we encourage you to contact us directly. Three customer service options:

1. Phone: 770-649-8282, available 9am-5pm EST, Monday - Friday
2. Live chat on our website, available 8am-8pm EST, Monday- Friday
3. Email ticketing system: customerservice@s2verify.com

ORDERING A REPORT

To order a new report for an applicant through your client portal, just click the “Order Reports” button at the top to get started. From here, you will:

- Enter applicant information
- Choose a background package, or pick from a list of individual searches
- Auto-populate your searches
- Enter details for searches
- Confirm and submit your order



Enter applicant information

At the top of the page, enter the basic information about the applicant, including name, date of birth, social security number, and address, as shown below.

If you leave out a required field - for example, if you leave out the date of birth when ordering a county criminal - the system will flag you upon ordering that you need to supply that field.

Depending on your setup, you may have one or more of the optional fields as shown below:

Additional Names to Search: Click this link to add one or more names as AKA's (maiden names or alternate names). This will allow you to order searches for multiple names simultaneously. You can add extra names by clicking + Add another, or remove a name you've already added by clicking the Remove link on the right.

Additional Addresses to Search: Click this link to add one or more sets of City, State, and Zip to the order.

Upload Documents For This Applicant: Click this link to upload a release form or other document that will accompany this background screening order.

Document Upload

Title

Info

File

Choose File

No file chosen

(bmp, csv, doc, docx, gif, jpeg, jpg, pdf, pdfx, png, rtf, txt, tiff, tiff)

Save Document

Current Documents

Title	Info	Last Modified
No documents have been uploaded for the current level.		

Email Applicant: If an email is entered, then you can ensure that a final copy of the report is sent automatically to the applicant, in addition to being made available to you.

Send Report to Applicant:

☒ by email

jdoe@company.com

Reference Code: If you want to tag this search with a reference code, billing code, department code, or something similar, enter it into this field and it will be stored with your search, as well as appearing on the detailed invoice.

Reference Code

Email

Choose a package, bundle or pick your searches

Depending on your setup, you may be able to order custom packages, individual searches, bundles, or all. Just choose an option.

Criteria: Select Searches

Company Packages

☒ BenTest - \$10.00

Custom Drug Test - \$100.00

MVR Package - \$15.00

OmniSearch-7 - \$42.00

SH 2 Custom search select list - \$100.00

SH 2 Custom Searches Autopopulate - \$100.00

SH 2.0 Simple Testing - \$100.00

Single EMPV - \$1.00

SwiftHire Test - \$40.00

SwiftHire2 Misc - \$22.00

Test Basic - \$0.00

Bundles, are just a group of a la carte searches “bundled together.” If you would like to save a “bundle for future use, please check the “save order configuration for future orders.”

☒ Save order configuration for use in future orders

☐ Set this as your default ordering package

Package Name











Setting a default package ensures that this package is highlighted as the first option when you first login. You will still be able to choose other packages.

Auto-populate your searches




An option to auto-populate search locations based on an applicant's' past history may be configured for you. This means that the system will automatically fill in counties and states for several common criminal and civil searches based on the address (or addresses) you enter for the applicant, plus any addresses found by running a Past Address History search. This will save you a lot of time in entering your searches.

Enter details for searches

When you pick a package, or as you click on individual search names to order them; any searches that require additional information will be indicated with a red icon; any searches that are complete will have a green icon, as indicated in the legend below the searches.

 County Criminal	info	Package	
 Statewide Criminal	info	Package	
 Past Address History	1 Selected	info	Package 
 Sex Offenders	info	Package	
 Credit Report	1 Selected	info	Package 

Show More Searches

 Not in order  Needs work  Complete

Adding more entries to a single search

If configured, you can also add additional schools, employers, counties, and so on, under a specific search. Just click the **+Add Another** link at the bottom of any search section after clicking the search title.

✓ County Criminal 1 Selected info Package X

☒ include additional name

TEXAS

TRAVIS

SAVE SELECTION REMOVE

+ ADD ANOTHER

Adding and removing search types

If this option is configured, you may add and remove searches listed.

To remove a search type, just click the X to the far right of the search name. If you remove it accidentally, just re-click the title to add it again; all your previously saved information will be remembered.

To add a new search, click any search name that's currently gray (meaning it's not part of the current order). This will change the search name to orange or green; if it changes to orange, you can add the details as mentioned above.

You will often have a Show More Searches button at the bottom, showing you searches that are not part of the package or that you have not ordered previously. Click this button to review other searches you can order.

! Statewide Criminal		info	Package X
✓ Past Address History	1 Selected	info	Package X
! Sex Offenders		info	Package X
✓ Credit Report	1 Selected	info	Package X

Show More Searches

Confirm and submit your order

When you have entered all necessary information, scroll to the top of the page. Click



SUBMIT

☐ Save order configuration for use in future orders

need help finding a location?

✓ County Criminal

1 Selected

info

Package

✕

☒ include additional name

TEXAS

TRAVIS

SAVE SELECTION

REMOVE

+ ADD ANOTHER

Current Order

Total Price

\$1.25

ORDER

SAVE AS DRAFT

VIEW DRAFTS

SwiftHire Order

If any fields are not the in correct format, or any searches have not been saved (and still have a red indicator), you'll be prompted to make corrections before you submit.

Updates Needed

This order is not yet ready to be ordered.

Please check your order for the following and make the appropriate updates:

- Incomplete fields indicated by

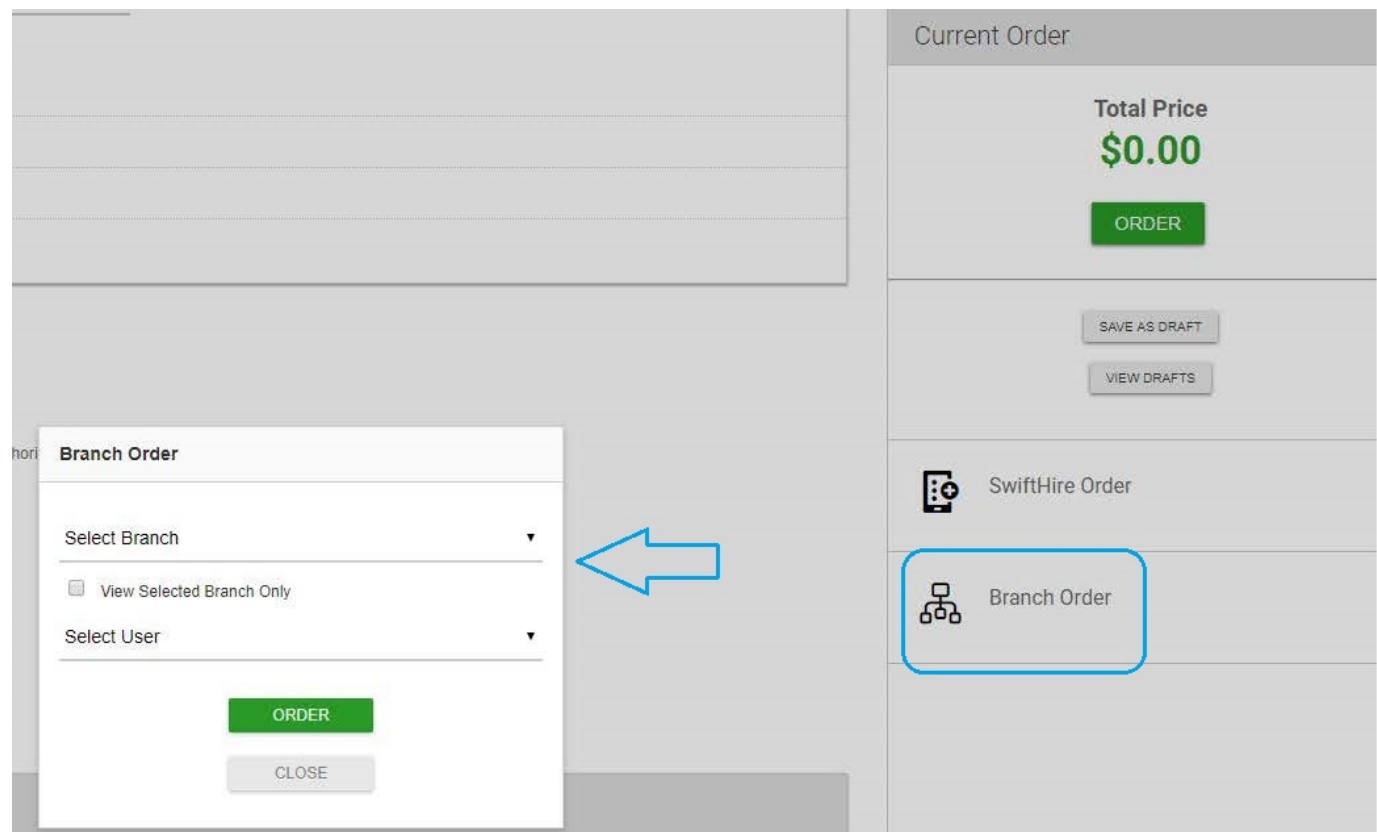
- Incomplete searches indicated by

CLOSE

BRANCH ORDERING

Branch ordering through the standard client order process

During the standard order process in the client module, in the Order Report tab, you can choose Branch Order instead of filling out the order form. Doing so brings up a window that allows you to choose a branch and user on whose behalf to order.



Once you select a branch, user, and click Order, the standard order screen will appear, but it will indicate your branch.

Confirm and submit your order

When you have entered all necessary information, scroll to the top of the page. Click



ORDERING VIA SWIFTHIRE

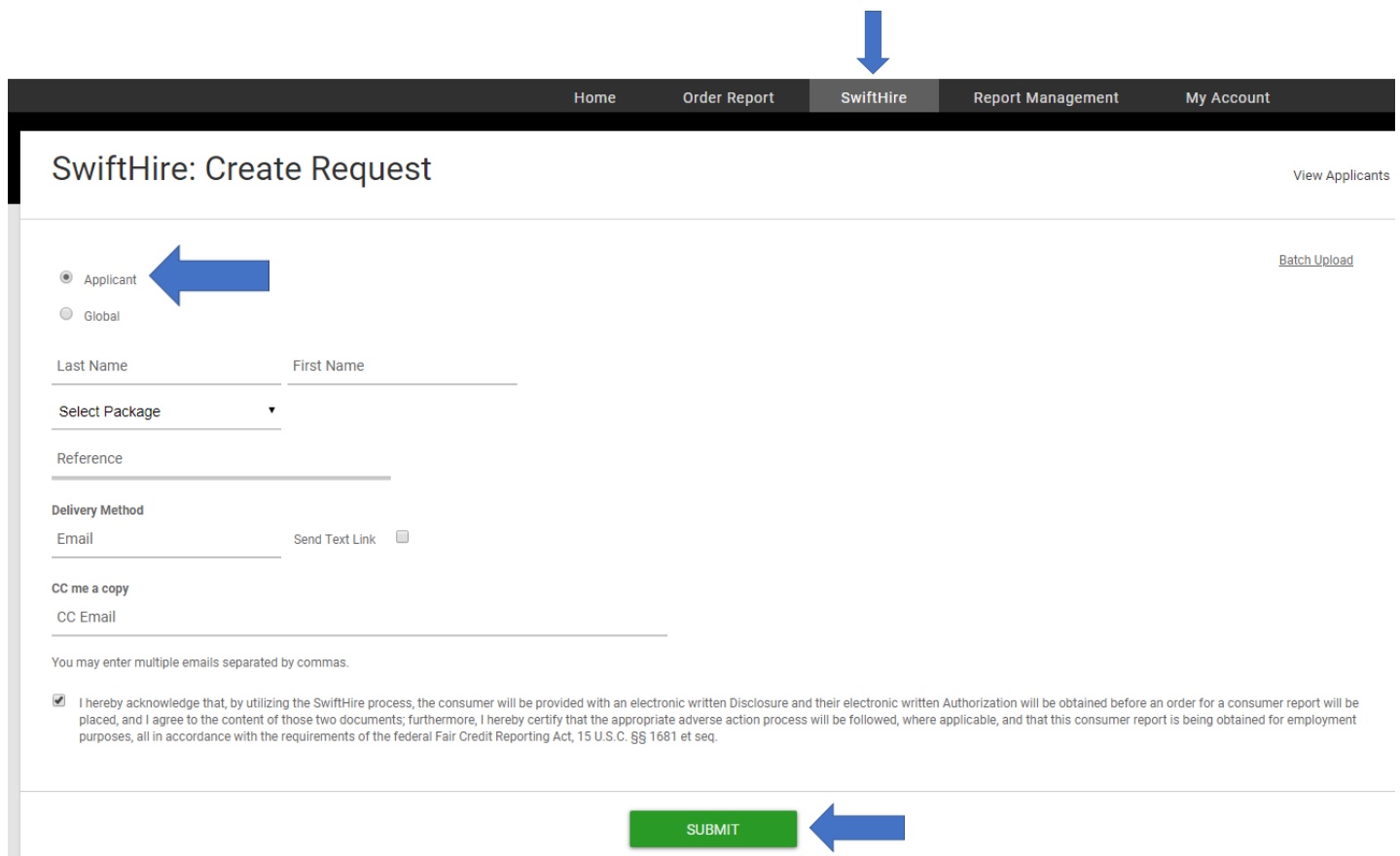
With Swifthire, you have 2 ordering options.

Option 1: **Applicant Ordering**- This option allows you to order for one individual applicant. Details below.

Option 2: **Global Ordering**- This option will generate a unique URL that you can provide to multiple applicants. More details in Swifthire Global Ordering section on the next page.

Swifthire Applicant Ordering

1. In the portal, click on the "SwiftHire" tab. Select "Applicant" option.
2. Next, indicate the name and delivery method to the applicant. Next, select the package.
3. You have the delivery options of email, and email and text for the invitation. If you choose email and text the applicant will receive both invites. Once one is fulfilled, the other becomes invalid.
4. Review disclaimer and check the box to acknowledge.
5. Then, click submit.



The screenshot shows the 'SwiftHire: Create Request' form. At the top, a navigation bar includes 'Home', 'Order Report', 'SwiftHire' (highlighted), 'Report Management', and 'My Account'. A blue arrow points down to the 'SwiftHire' tab. The form title is 'SwiftHire: Create Request' with a 'View Applicants' link on the right. Below the title, there are two radio buttons: 'Applicant' (selected, with a blue arrow pointing to it) and 'Global'. To the right of these is a 'Batch Upload' link. The form fields include: 'Last Name' and 'First Name' (text inputs), 'Select Package' (dropdown), 'Reference' (text input), 'Delivery Method' (radio buttons for 'Email' and 'Send Text Link'), 'CC me a copy' (checkbox), and 'CC Email' (text input). A note states: 'You may enter multiple emails separated by commas.' At the bottom, there is a disclaimer with a checked checkbox and a 'SUBMIT' button (with a blue arrow pointing to it).

6. After the applicant completes the invitation via email or text, a new email is automatically sent to the applicant with a link to utilize the portal. The applicant will use the e-mail address they provided to the invitation and the last four digits of their social security number (SSN4). The applicant is guided through each step of the process.

7. After an applicant has submitted their information, they can use Applicant Portal to keep track of the status of their background check, as well as have a central location for their documents and disclosures.

8. Continue to processing.

SwiftHire Global Ordering

1. In the portal, click on the "SwiftHire" tab. Select "Global" option.
2. Select package.
3. Review disclaimer and check the box to acknowledge.
4. Use the "Copy URL" button to select the link.
5. Paste the link into email to provide to applicants. This link may be provided to multiple applicants.



SwiftHire: Create Request [View Applicants](#)

[Batch Upload](#)

☐ Applicant

☒ Global

Employee Screening Package - ▾

Reference

☒ I hereby acknowledge that, by utilizing the Global Link process, the consumer will be provided with an electronic written Disclosure and their electronic written Authorization will be obtained before an order for a consumer report will be placed, and I agree to the content of those two documents; furthermore, I hereby certify that the appropriate adverse action process will be followed, where applicable, and that this consumer report is being obtained for employment purposes, all in accordance with the requirements of the federal Fair Credit Reporting Act, 15 U.S.C. §§ 1681 et seq.

Copy This Link:

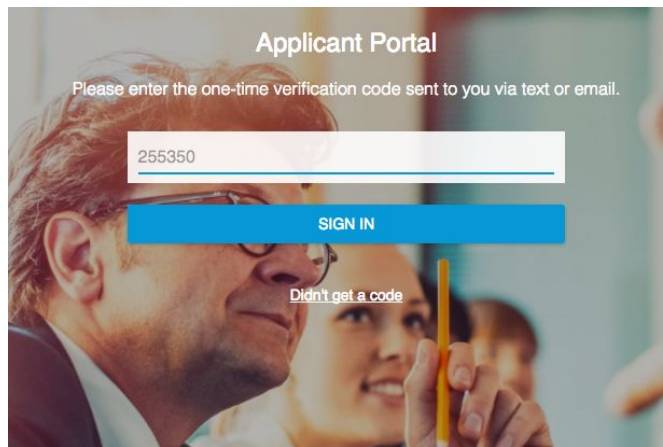
<https://enterprise.s2verify.com/swifthire/v2.0/?token=TSYtMIBPQUxRX1FXPTBALENeQIRYSz49VF0yPI!>

6. After the applicant completes the invitation via email or text, a new email is automatically sent to the applicant with a link to utilize the portal. The applicant will use the e-mail address they provided to the invitation and the last four digits of their social security number (SSN4). The applicant is guided through each step of the process.

7. After an applicant has submitted their information, they can use Applicant Portal to keep track of the status of their background check, as well as have a central location for their documents and disclosures.

8. Continue to processing.

Sample applicant portal



The image shows a login screen for an 'Applicant Portal'. The background is a blurred photo of a man and a woman. The text 'Applicant Portal' is at the top. Below it, a message says 'Please enter the one-time verification code sent to you via text or email.' A text input field contains the code '255350'. Below the field is a blue 'SIGN IN' button. At the bottom, there is a link that says 'Didn't get a code'.

Applicant Portal

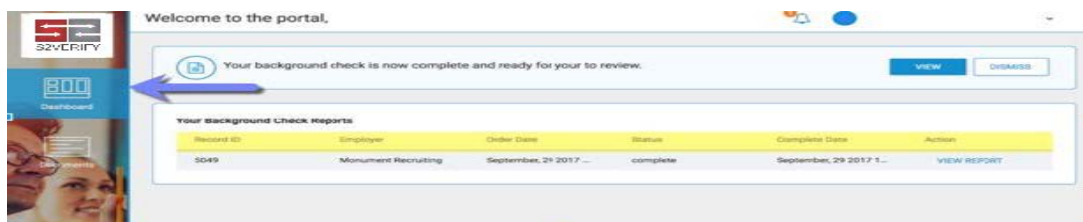
Please enter the one-time verification code sent to you via text or email.

255350

SIGN IN

[Didn't get a code](#)

Sample applicant dashboard



The image shows a dashboard for '52verify'. On the left is a sidebar with a 'Dashboard' link. The main area has a 'Welcome to the portal,' message. Below that is a notification: 'Your background check is now complete and ready for your to review.' with 'VIEW' and 'DISMISS' buttons. A blue arrow points from this notification to a table titled 'Your Background Check Reports'. The table has columns: Record ID, Employer, Order Date, Status, Complete Date, and Action. It contains one row for Record ID '5049' from 'Monument Recruiting', dated 'September, 21 2017', with status 'complete' and completion date 'September, 29 2017'. An arrow points from the 'VIEW REPORT' link in the 'Action' column to the 'Dashboard' link in the sidebar.

52verify

Welcome to the portal,

Your background check is now complete and ready for your to review. [VIEW](#) [DISMISS](#)

Your Background Check Reports

Record ID	Employer	Order Date	Status	Complete Date	Action
5049	Monument Recruiting	September, 21 2017	complete	September, 29 2017	VIEW REPORT

PROCESSING VIA SWIFTHIRE

Regardless of the invitation type, (Applicant or Global) the completed SwiftHire applications are shown in the SwiftHire section of your portal. Also, from here, you may view invitations that are awaiting a response.

You have the option to "Review" or "Order" the report.

Applicant: SwiftHire

▲ APPLICANT	STATUS	DAYS	TOTAL			
Knox, Micah	Ready	280	TBD		CANCEL	REVIEW ORDER
Knox, Benjamin	Ready	421			CANCEL	REVIEW ORDER
Labla, Bob	Ready	255	TBD		CANCEL	REVIEW ORDER
LastRon, FirstRon	Ready	148	TBD		CANCEL	REVIEW ORDER
Leonard, John	Ready	254	TBD		CANCEL	REVIEW ORDER
Man, Super	Ready	419	TBD		CANCEL	REVIEW ORDER
McKenzie, Jason	Ready	2815	\$40.00		CANCEL	REVIEW ORDER
Mylast, Myfirst	Ready	31	TBD		CANCEL	REVIEW ORDER

View All 145 - 152 of 275 First | Previous | Next | Last

Select All

SEND REMINDER FOR SELECTED

Reminder Reminder (Sent)

My Reports

- In Progress (610)
- Completed (84) Archive all
- SwiftHire (222 / 275)
- Archived (285)
- Needs Attn (2)
- Discrepancy (65)
- Expired/Invalid (0)

VIEW OPTIONS

SwiftHire Settings

REPORT MANAGEMENT

Dashboard and Report Status Icons

On the homepage or in “Report Management” you'll see a listing of statuses and number of applicants in each status.



Just click the appropriate icon, and you'll get a list of all the applicants in that status. Here's a brief explanation of each status.

In Progress: The applicant still has one or more searches that have not been completed. This way, you can keep track of an applicant in real time, even if there are a few searches still pending.

Completed: The applicant's background check is completely finished. You can leave an applicant in this status as long as you like; eventually, you should move completed applicants to the Archived category as explained next.

Archived: You can move Completed applicants to the Archived category once you no longer need to actively monitor their background check. By doing this, you can use the Completed category more effectively to monitor recently completed applicants.

Needs Attn: This category conveniently shows only applicants that have either 1) an unread status update, or 2) missing information that you need to supply. We recommend that you use this category frequently, as it allows you to more efficiently monitor applicants.

Discrepancy: This category shows you all candidates that have a criminal record, unverified school or employment record, or positive drug test. In other words, you can quickly access applicants that may require adverse action using this category.

Notification Icons



The blue envelope icon indicates that you have not yet looked at this applicant. Once you click and view the applicant, the icon will disappear.



The green bubble means that there is an unread status update. Applicants with this icon will show up in the Needs Attention category. Once you view the applicant and read the status update, the icon will disappear and the report will no longer display under Needs Attention.



The yellow magnifying glass icon indicates a search needs to be reviewed. This could be several different things, such as a criminal record, unverified school or employment record, or positive drug test. Any applicants with this icon will show up in the Review Needed category. You can review the specific item by clicking the icon or the applicant name; see Managing Applicants for more information.

Next to each applicant, you'll also see a status bar, which shows you how many searches are completed for that applicant's background check. The status bar is updated in real time, so you can check online any time you wish. If an applicant has a complete background check, the report will move to the completed category.

Sorting the applicant list

Each column heading in the list of applicants can be clicked once to sort by that column, or clicked twice to reverse sort by that column. By default, the list is sorted by applicant name, but you can sort by which applicants are unread, which applicants have discrepancies, and so on by simply clicking the appropriate heading.

Applicants: In Progress

 ▲ APPLICANT	DATE ORDERED	STATUS	DONE		
Borz, Test02131636	02/13/2018	<div><div></div></div>	0 of 13		<input type="checkbox"/>
Boyko, Brian	11/02/2017	<div><div></div></div>	0 of 4		<input type="checkbox"/>
Bro, Test02211307	02/21/2018	<div><div></div></div>	1 of 11		<input type="checkbox"/>
CK Louis	09/30/2017	<div><div></div></div>	2 of 9		<input type="checkbox"/>

Report Options

At the top of the page, you'll see the report summary, with the main information on the applicant, the current status (In Progress for the sample above), and the report progress bar and iconic notifications on the right. (See Icon notifications under Finding an applicant for details on what these icons mean.)

View Report Options: This link is just under the DOB in this top summary. You can click this link to open up further options as shown below:

View Report: This link does the same as clicking the applicant name or status; it brings up the complete report in a separate window for viewing. You may also click the applicant's name or the status.

Print Report: This link also brings up the complete report, but in addition, it will automatically initiate printing of the report and allow you to choose a printer like usual. (If you want to print the report but you used the view report link, just press CTRL+P on a PC or Command+P on a Mac. This works for any web page.)

Order More: Click this link to order more searches for this applicant, which will become part of the same report. For example, you can use it to order a pre-adverse action letter for an applicant who failed their background check.

Re-Screen this Applicant: This link allows you to order an entirely new copy of the same report for this applicant, and it auto-fills all the information. That way, you can run all the same searches again, or you can remove or add searches as you see fit (as explained in Enter details under Ordering a report).

Upload Document(s) for this Report: Use this link to upload any documents needed to process this applicant. For example, if the report requires a release form, and you did not upload the release form during the screening process, you can do so now.

Search Options

Below the report options, you'll see a listing of all searches that are part of this applicant's report.

Next to each, you'll see icons that show whether the search has a discrepancy, an unread status update, or needs your attention due to missing data (as explained in Icon notifications under Finding an applicant).

To the right of each search name is a box that may or may not contain a check mark.

If the box contains a check mark, then the search has been completed; if it does not, then the search is still in progress.

You can click on any search name to bring up details and options in the right half of the screen.

For example, if the search has a record, you'll see a Record link. You can click this link to bring up the details on that search from the final report - not the whole report, but just the portion that pertains to this search. This way, you can quickly see the details of the search without scrolling through the entire report.

Status Request



If the search has the Needs Attention icon, then you'll see a request for missing information in the Notes section at the bottom left after you click that search. The status request can be used to send messages to your background check provider over a particular search.

Request Status
Enter a note if you wish to request the status from Background Checks Inc..

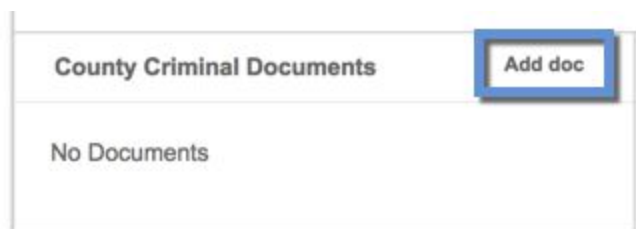
SEND REQUEST

Select a message if you wish to request the status from the researcher directly.

SEND REQUEST

Uploading Documents

You may upload documents at anytime during the ordering process, or after using the “add document” feature on the search details view:



FINDING AN APPLICANT

Quick Find

Find an Applicant?  [OPTIONS](#)

You can use the Quick Find, located at the top of almost every page. Just start typing the first few letters of the first or last name, and the system will suggest a list of matching applicants.

Advanced Search

If you need to search for applicants by date of birth, social security number, date ordered, or any combination of factors, you can use the Advanced Search, which is linked at the top of most pages (next to the Quick Find) as shown below.

Advanced Search

BY APPLICANT

Last Name

First Name

SSN

Date / of / Birth

BY ORDER

Search Number

Ordered / After / Date

Ordered / Before / Date

All Search Types

All Packages

Client Reference

BY USER

All Users

SEARCH

Archiving Applicants

If you bring up all completed applicants, for example, you'll see check boxes along the left allowing you to quickly archive one or more applicants. (These check boxes will only show next to completed applicants, since you can't archive an applicant still in progress.)

Johnson, Test02121604	02/12/2018	<input checked="" type="checkbox"/> Meets qualific...	<input type="checkbox"/>	<input type="checkbox"/>
Johnson, Test02061653	02/06/2018		<input type="checkbox"/>	<input type="checkbox"/>

View All

1 - 8 of 16 First Previous Next Last

Check all ☐ ☐

ARCHIVE SELECTED

Just check off the applicants you wish to archive, and then click the button at the bottom.

If you wish to archive all completed applicants at once, click the Archive all link next to the Completed category.

You may also “archive all” reports using this on the completed icon:



Managing Applicants

There are several ways to manage applicants in your online screening portal, including viewing complete reports, requesting status updates, archiving applicants, and ordering more searches. To begin managing an applicant, simply find the applicant you desire (as explained in Finding an applicant).

Here's a typical detail window - in this example, for an applicant still pending completion.

Applicant: Detailed View

[Back to List](#) [Previous Applicant](#) [Next Applicant](#)

Berngen, Eric

SSN: 123-45-****
DOB: 10/28/****
Email: ebergen@company.net
Phone: 555-555-5555

Ordered: 08-23-2017
In Progress

5 of 7 Completed

REPORT ACTIONS

VIEW ACTIVITY HISTORY

VIEW	SEND	ORDER	OTHER
view reports print report	e-mail report	order more re-screen this applicant create form I9	upload document(s) for this report

VIEW DOCUMENTS

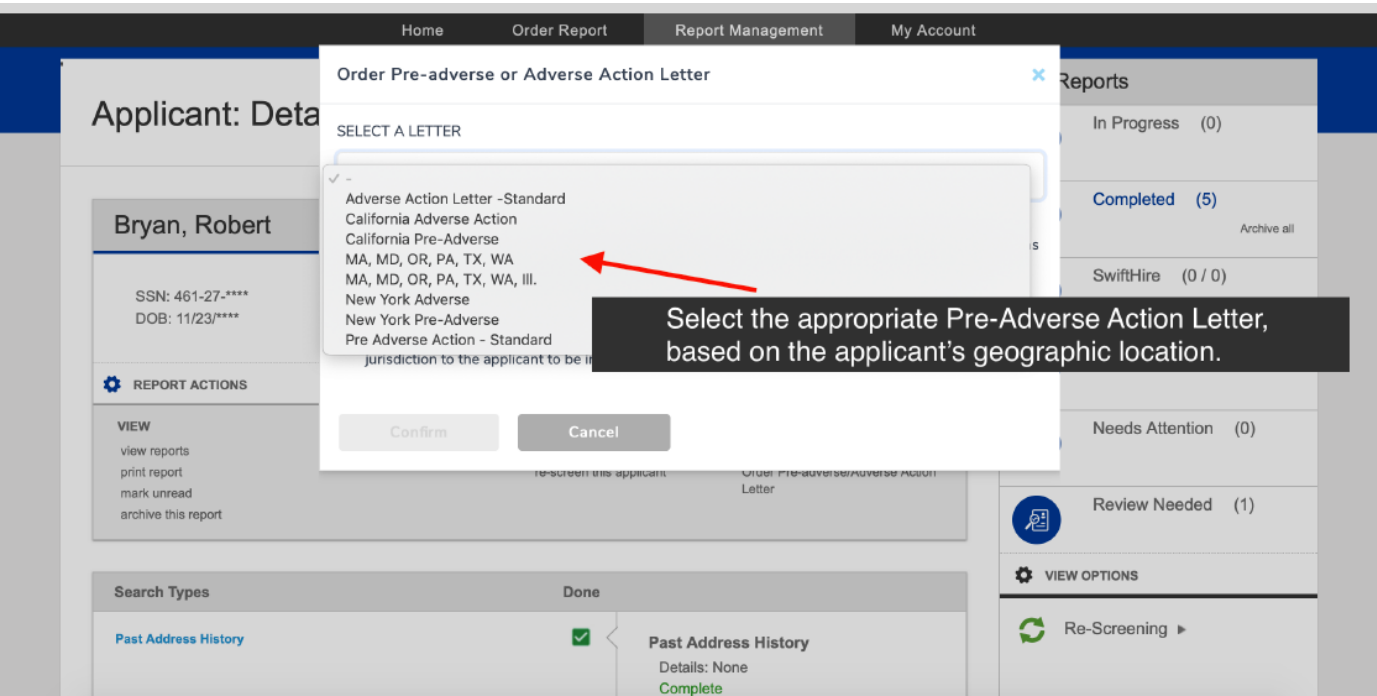
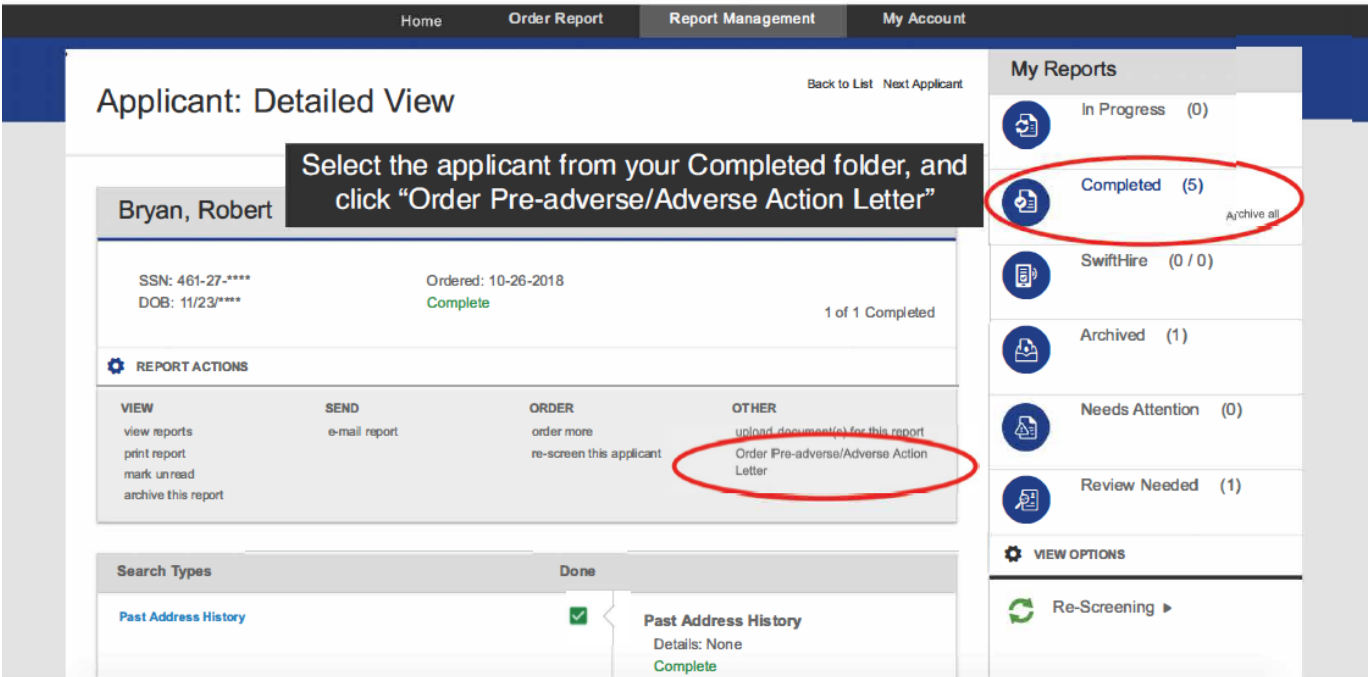
Search Types	Done	
Education Verification - Some school	<input type="checkbox"/>	Education Verification Details: Some school In Progress Status request
Sex Offenders - Tennessee	<input checked="" type="checkbox"/>	
Employment Verification - Random Name	<input type="checkbox"/>	
County Criminal - Davidson, Tennessee	<input checked="" type="checkbox"/>	
Past Address History	<input checked="" type="checkbox"/>	
Federal Criminal - Tennessee Middle	<input checked="" type="checkbox"/>	
Statewide Criminal - Tennessee	<input checked="" type="checkbox"/>	
Education Verification Documents Add doc	Education Verification (My Notes) Add note	
No Documents	No Notes	

Education Verification Activity History

No Activity History

Unread Status Update Needs Attention Review Needed Archived

Pre-Adverse Action Letters



Home

Order Report

Report Management

My Account

Applicant: Detail

Bryan, Robert

SSN: 461-27-****

DOB: 11/23/****

REPORT ACTIONS

VIEW

view reports

print report

mark unread

archive this report

Search Types

Past Address History

Order Pre-adverse or Adverse Action Letter

SELECT A LETTER

California Pre-Adverse

Some states or cities require an employer to complete additional form(s) and confirm that the applicant has received the form(s) before a pre-adverse action letter is sent. For example, Los Angeles requires an employer to share with the applicant the CA FCIHO form.

☒ I confirm that I will complete and send any additional document(s) or form(s) required by my jurisdiction to the applicant to be in compliance

Confirm

Cancel

Reports

In Progress (0)

Completed (5)

SwiftHire (0 / 0)

Archived (1)

Needs Attention (0)

Review Needed (1)

Options

Screening

Check the box confirming you will provide any additional required documents, then select "Confirm"

Home

Order Report

Report Management

My Account

Profile: My Documents

Title

Doc Type

Description

Date

New Hampshire Statewide Criminal Release Form

PSP Disclosure and Authorization

NYC Fair Chance Form Article 23-A

Virginia Statewide Consent Form

Puerto Rico MVR Release Form 10.17.2016

Credit Report Fields Key

PA MVR Release & Instructions

Colorado Worker's Comp Release

Kansas Workers Comp

SSA-89

California Fair Chance Initiative For Hiring Ordinance (FCIHO)

New York Fair Chance

FCRA Summary of Rights 2018

Standard

Standard

Standard

Standard

Standard

Standard

Standard

Standard

Standard

Standard

Standard

Standard

MUST BE NOTARIZED

SSA-89

03/13/2012

01/27/2016

03/24/2016

10/17/2016

03/29/2018

07/20/2017

10/13/2017

10/13/2017

03/29/2018

10/01/2018

10/01/2018

10/01/2018

Profile

My Account Info

My Results Delivery

My Password

Company Info

Reference Options

Rejection Options

My Documents

User Info

Copies of the NY/CA Fair Chance forms can be found in the My Account tab, under My Documents

Home

Order Report

Report Management

My Account

Applicant: Detail

Bryan, Robert

SSN: 461-27-****

DOB: 11/23/****

REPORT ACTIONS

VIEW

view reports

print report

mark unread

archive this report

Search Types

Past Address History

Order Pre-adverse or Adverse Action Letter

We've pre-populated the letter content for your convenience. You can edit the content of this letter to include an individual assessment or add in custom content. Please understand that it is your responsibility to make sure your custom content is compliant to your jurisdiction's employment laws.

Letter Content

You recently authorized a Sample Company XYZ to obtain consumer reports and/or investigative consumer reports about you from a consumer reporting agency. The Company is considering taking action in whole or in part based on information in such report(s), including the following specific items identified in the report:

[Identify specific Item(s) here]

Enclosed please find (1) a copy of the report we obtained from S2Verify LLC, Alpharetta, GA. Summary of Your Rights Under the Fair Credit Reporting Act, 15 U.S.C. § 1681a, et seq. Article 23-A of the Massachusetts Constitution, Chapter 270B, § 2B, Massachusetts General Laws, Chapter 94A, § 2B, and the Company's Background Check Policy (MA only) and Information Concerning the Process for Correcting a Criminal Record in Massachusetts.

Please understand this content will be not saved; we will include a copy of this in the final report.

Go Back

Order Letter

Reports

In Progress (0)

Completed (5)

SwiftHire (0 / 0)

Archived (1)

Needs Attention (0)

VIEW OPTIONS

Re-Screening ▶

If necessary, scroll down and edit the letter by adding any additional information required by law, then select "Order Letter" to add the letter to the completed report

Home

Order Report

Report Management

My Account

Applicant: Detailed View

Back to List Next Applicant

Bryan, Robert

SSN: 461-27-****

DOB: 11/23/****

Ordered: 10-26-2018

Complete

1 of 1 Completed

REPORT ACTIONS

VIEW

view reports

print report

mark unread

archive this report

SEND

e-mail report

ORDER

order more

re-screen this applicant

OTHER

upload document(s) for this report

Order Pre-adverse/Adverse Action Letter

Search Types

Done

Past Address History

✓

Past Address History

Details: None

My Reports

In Progress (0)

Completed (5)

SwiftHire (0 / 0)

Archived (1)

Needs Attention (0)

Review Needed (1)

VIEW OPTIONS

Re-Screening ▶

Once the letter has been added, select "email report"

Ordering Manual

PAGE 22

Send report on **Bryan, Robert** via email

E-mail address:

SEND E-MAIL

Note: To send report to more than one email address, place a semicolon (;) between the email addresses.



Enter the applicant's email address and select "**SEND E-MAIL**" button. A copy of the letter & report will be sent to the applicant.

Adverse Action Letters

Applicant: Detailed View

Back to ListNext Applicant

Bryan, Robert

To send an Adverse Action Letter, select "Order Pre-adverse/Adverse Action Letter" again from the Detailed View.

REPORT ACTIONS

VIEW	SEND	ORDER	OTHER
view reports	e-mail report	order more	upload document(s) for this report
print report		re-screen this applicant	Order Pre-adverse/Adverse Action Letter
mark unread			
archive this report			

VIEW DOCUMENTS

DOCUMENT	DESCRIPTION	DATE ADDED	ADDED BY
Robert Bryan - 2503016	Pre-Adverse Action Letter	10/26/2018	expressdemo

Search Types

Done

Past Address History

Past Address History

My Reports

In Progress (0)

Completed (6)

SwiftHire (0 / 0)

Archived (1)

Needs Attention (0)

Review Needed (1)

VIEW OPTIONS

Re-Screening ▶

Order Pre-adverse or Adverse Action Letter

SELECT A LETTER

Adverse Action Letter - Standard

California Adverse Action

California Pre-Adverse

MA, MD, OR, PA, TX, WA

MA, MD, OR, PA, TX, WA, Ill.

New York Adverse

New York Pre-Adverse

Pre Adverse Action - Standard

jurisdiction to the applicant to be in compliance

Confirm

Cancel

Select the appropriate Adverse Action Letter from the drop down menu, based on their geographic location.

Home
Order Report
Report Management
My Account

Applicant: Detailed View

Bryan, Robert

SSN: 461-27-****
DOB: 11/23/****

REPORT ACTIONS

VIEW

view reports
print report
mark unread
archive this report

Search Types

Past Address History

Order Pre-adverse or Adverse Action Letter

SELECT A LETTER

California Adverse

Some states or cities require an employer to complete additional form(s) and confirm that the applicant has received the form(s) before a pre-adverse action letter is sent. For example, Los Angeles requires an employer to share with the applicant the CA FCIHO form.

☒ I confirm that I will complete and send any additional document(s) or form(s) required by my jurisdiction to the applicant to be in compliance

Confirm
Cancel

Check the box confirming you will provide any additional required documents, then select "Confirm"

Reports

In Progress (0)

Completed (5)

Archive all

SwiftHire (0 / 0)

Archived (1)

Needs Attention (0)

Review Needed (1)

Past Address History

Details: None

Complete

Applicant: Detailed View

Back to List
Next Applicant

Bryan, Robert

SSN: 461-27-****
DOB: 11/23/****

Ordered: 10-26-2018
Complete

1 of 1 Completed

REPORT ACTIONS

VIEW

view reports
print report
mark unread
archive this report

SEND

e-mail report

ORDER

order more
re-screen this applicant

OTHER

upload document(s) for this report
Order Pre-adverse/Adverse Action Letter

VIEW DOCUMENTS

DOCUMENT
DESCRIPTION
DATE ADDED
ADDED BY

Robert Bryan - 2503016
Adverse Action Letter
10/29/2018
expressdemo

Robert Bryan - 2503016
Pre-Adverse Action Letter
10/26/2018
expressdemo

Search Types

Done

Past Address History

☒

My Reports

In Progress (0)

Completed (6)

Archive all

SwiftHire (0 / 0)

Archived (1)

Needs Attention (0)

VIEW OPTIONS

Re-Screening ▶

Once the letter has been added, select "email report"

Send report on **Bryan, Robert** via email

E-mail address:

SEND E-MAIL

Note: To send report to more than one email address, place a semicolon (;) between the email addresses.

Enter the applicant's email address and select "SEND E-MAIL" button. A copy of the letter & report will be sent to the applicant.

Applicant: Detailed View

Back to ListNext Applicant

Bryan, Robert

SSN: 461-27-****
DOB: 11/23/****

Ordered: 10-26-2018
Complete

REPORT ACTIONS

VIEW

view reports
print report
mark unread
archive this report

SEND

e-mail report

ORDER

order more
re-screen this applicant

OTHER

upload document(s) for this report
Order Pre-adverse/Adverse Action Letter

VIEW DOCUMENTS

DOCUMENT	DESCRIPTION	DATE ADDED	ADDED BY
Robert Bryan - 2503016	Adverse Action Letter	10/29/2018	expressdemo
Robert Bryan - 2503016	Pre-Adverse Action Letter	10/26/2018	expressdemo

Search Types

Done

Past Address History

Past Address History

My Reports

In Progress (0)

Completed (6)
Archive all

SwiftHire (0 / 0)

(1)

Needs Attention (0)

Review Needed (1)

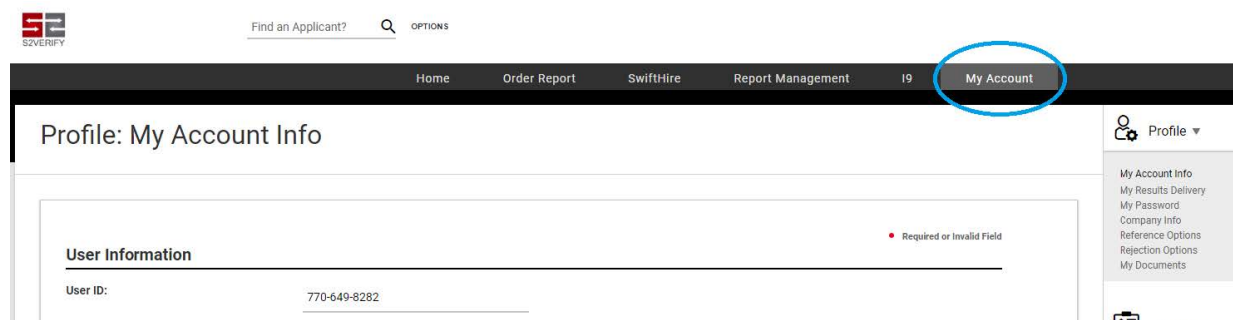
VIEW OPTIONS

Re-Screening ▶

All letters are stored in the Documents section for future reference, and can be viewed at any time by clicking on the letter.

MANAGING YOUR ACCOUNT

To access your account settings, just click the My Account tab in the upper right corner. Then you can use the links along the right to find the section and page you're interested in. Each is explained below.



Profile

There are up to five different sections you can access under the Profile section; each is a separate link on the left-hand side. Each link is explained below.

My Account Info

This section allows you to update basic profile information about yourself, including:

- **User Information:** You can update the name, phone number, and main email address for your account. This may affect the header on your applicant reports. Note that you cannot change your user ID that you use to log into the system.
- **User Options:** If you are an administrative user, you can add and remove your own user permissions here. If not, you'll need to ask your main administrative user if you need access to a new feature.
- **Screening Statistics Report:** Choose how often you'd like to receive the Screening Statistics Report via email. You can also run this report any time for any time period as explained below.

My Results Delivery

Use this link to change how you receive system notifications, as well as how often you receive them.


Communication Method: Choose how you want the system to send you reports and notifications. You can choose Email, Fax, Email & Fax, or Online Only (meaning you get no notifications at all from the system and must check online for notes and results).

Result Delivery Timing: These options allow you to choose how often the system sends you notifications about reports.

My Documents

You can access any documents we have made available to you from this page, securely and conveniently. Just click any document link to download it to your computer.

- **Send Immediately:** You will get an update each time a search is completed for an applicant. That is, if one applicant has 6 different searches, you'll get up to 6 different emails - one each time that one or more searches is completed.
- **When Report is Completed:** You will get an update when the entire report is complete for the applicant. This is the most common setting.
- **Batch Searches:** If you order a lot of searches, you can receive updates every two hours when searches complete. Any searches that have been completed since two hours ago will be sent to you in a single email.
- **Batch Reports:** This is just like the previous option, except that you will only get an email if one or more reports were completed in the last two hours.
- **Online:** You will not receive any notification when searches or reports are completed. You will, however, receive notifications of updates or items that need attention, assuming you choose a communication method other than Online Only.

Profile: My Documents				 Profile ▾	
Title	Doc Type	Description	Date	My Account Info My Results Delivery My Password Company Info Reference Options Rejection Options My Documents	
Standard Consent Form	Standard		03/30/2018		
Required Doc 2	Standard		03/30/2018		

My Password

Access this page to update your password used to access your client portal. Just enter your old password, then enter your new password twice to confirm. Once you press enter, your password will be changed the next time you log on.

If you don't remember your password, you can use the [Forgot Password?](#) link on the client portal login page to retrieve it.

Company Info

You'll only see this link if you have administrative access. You can use it to modify the company name, email address, address, and fax number that normally appear as the return address on your final reports. In addition, you can modify the accounting email and accounting fax which are used to send you invoices.

Reference Numbers

This tool allows you to set references that you can choose from during your ordering process to help you track your orders. If reference options are added, you will have a selection box on your ordering page containing all the options below.



User Info

Only administrative users see this section, which allows you to create and modify other users.

My Documents

You can access any documents we have made available to you from this page, securely and conveniently. Just click any document link to download it to your computer.

Add User

Click this link to create a brand-new user on the system - for example, if you hire another person in HR who will order or manage reports. You will need to fill out a user ID (which must be at least 6 characters with no spaces) and a password (which must be at least 6 characters including at least one number, and no spaces) for the user, along with a contact name (first and last), phone, and email.

User Options

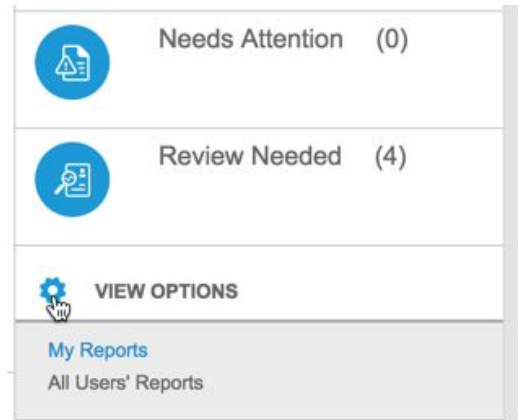
The screenshot shows a form titled "User Options" with a blue header bar. Below the header, there are several checkboxes arranged in two columns. The first column contains: "View Other Users' Reports" (checked), "View Pricing" (checked), and "Display Report Box for All Users' Reports" (checked). The second column contains: "View Accounting" (checked), "Restrict Results Viewing" (unchecked), "Restrict Ordering" (unchecked), and "Screening Stats" (checked). To the right of these, there is a checkbox for "Change Grade" which is also checked. A mouse cursor is visible near the bottom center of the form.

<input checked="" type="checkbox"/> View Other Users' Reports	<input checked="" type="checkbox"/> View Accounting
<input checked="" type="checkbox"/> View Pricing	<input type="checkbox"/> Restrict Results Viewing
<input checked="" type="checkbox"/> Display Report Box for All Users' Reports	<input type="checkbox"/> Restrict Ordering
	<input checked="" type="checkbox"/> Screening Stats
	<input checked="" type="checkbox"/> Change Grade

Here, you can choose which permissions to give the new user, including:

- Active: You must check off this box to enable the user to log in.
- Administrator: If you check this box, then the user can do everything you can do in the client module, including:
 - Change his/her own user permissions
 - Add other users and choose their permissions
 - Change contact info and permissions (but not passwords) for current users

- **View Other Users' Reports:** Check this box to allow the user to view not only his/her own ordered reports, but also reports ordered by other users.
- **View Branch Reports:** If your company manages branch locations through your client module, check off this permission to enable the user to see reports from branches as well as his/her own reports.
- **View Accounting:** Check this box to allow the user to view and print invoices through the Accounting link under the My Account tab in the client module.



- **Display Applicant Box for All Users' Reports:** If you check this box, then the user will always see all users' reports, not just his/her own, by default in the Screening Status Box in the client module. Leave this box unchecked to allow the user to see only his/her own reports by default, with the ability to change that when desired.
- **Order for Branches:** If your company manages branch locations through your client module, check off this permission to allow the user to place orders for branches of his company.
- **Restrict Results Viewing:** Leave this *unchecked* for most users. If you check this option, then the user *cannot* view the detailed results of any reports. He/she can view the summary and status of reports and searches; however, the view report and print report links are removed.
- **Restrict Ordering:** Leave this *unchecked* for most users. If you check this option, then the user *cannot* order reports at all. Checking this option disables the **Order** tab at the top, as well as the add searches to this report link that appear on reports in the client module.

Add Branch User

Here you have the same functionality of adding a user, but now you can assign this user to a particular branch.

Edit User

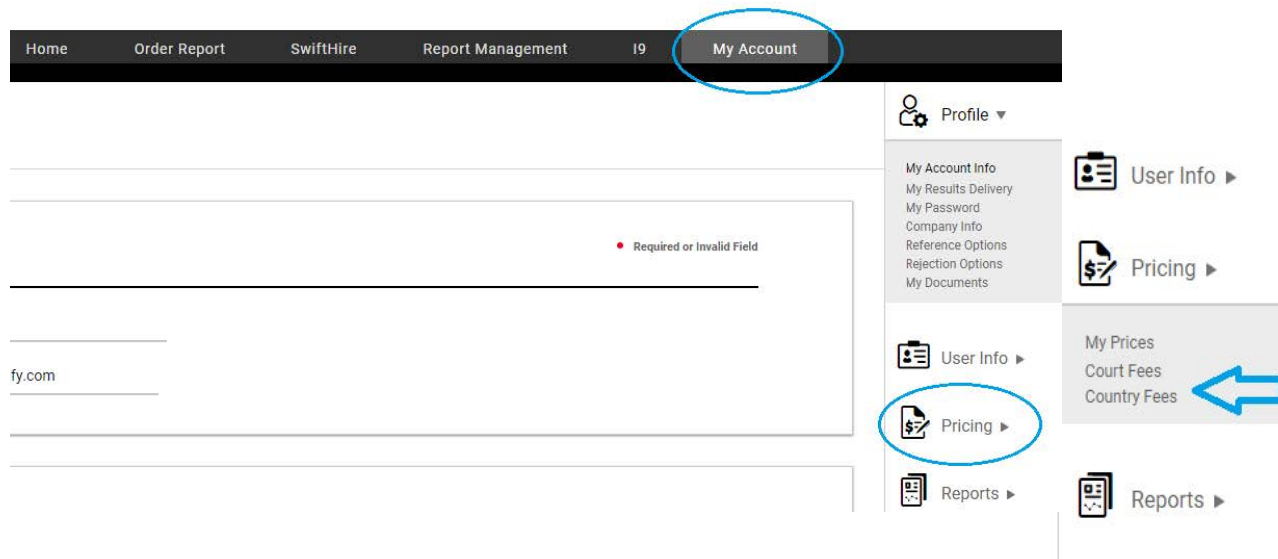
Click this to bring up a list of all other users in your client portal. You can then click and edit any of these users, using the same fields described above under Add User.

Accounting

This section allows you to view and print past and current invoices, paid or unpaid, using the Invoices link. This way, you can securely retrieve any invoice you need at your convenience.

Pricing, including court & state fees

You can view both overall search costs and state- or county-specific search costs using the My Prices link. Also, you can review court fees for various search types and locations using the Court Fees link. Either link displays a simple table of prices for you to review or print. Navigate to "My Account" and select "Pricing."



When your order costs a bit more than the package price agreed upon, it is the result of one of these two things (and sometimes both): Additional Court Fees or Alias Names

*Court fees differ from state to state/county to county (a comprehensive list can be found in "My Account") You can see if your order has additional court fees by clicking on the county/statewide search.

The second possible reason your package might cost more is an Alias Name. It might be a maiden name, for example. When you run a past address history, it automatically populates alias names. You will be charged a fee for each name you run a search on.

Reports

From here, you can click Screening Statistics to run a statistics report for your company for any date range you choose, as shown below.

Just pick a standard date range, or choose Custom Date and enter any two dates you wish (in mm/dd/yyyy format). When you click, the system will create a statistical report showing all kinds of data from the date range in question.

Remember that you can also have this report automatically compiled and sent to you at your convenience using My Account> Profile>My Account Info.