



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

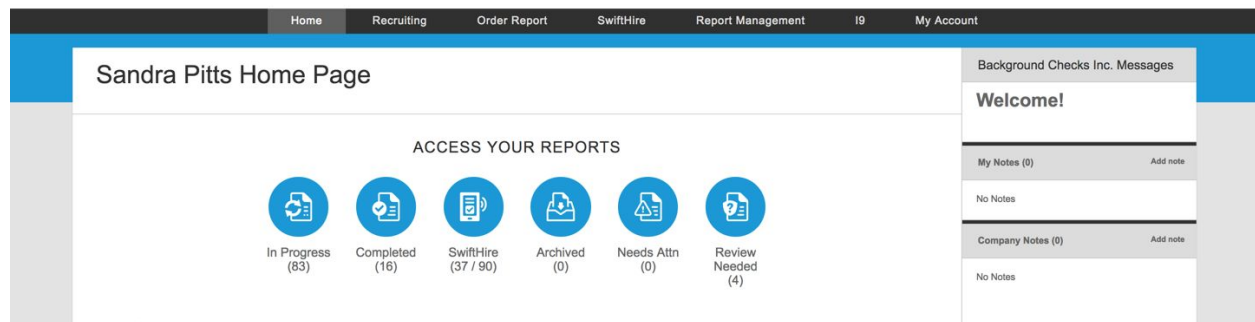
If you have any questions that are not covered in this manual, we encourage you to contact us directly. Three customer service options:

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

+ Additional Addresses to Search

Upload Document(s) for this Applicant

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

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.

The screenshot shows a search configuration interface for 'County Criminal'. At the top, it displays '1 Selected' and 'info' links, along with a 'Package' button and a close icon. Below this, there is a checked checkbox for 'include additional name'. Two dropdown menus are shown, with 'TEXAS' and 'TRAVIS' selected. At the bottom, there are three buttons: 'SAVE SELECTION' (green), 'REMOVE' (gray), and '+ ADD ANOTHER' (blue outline), which is highlighted with a blue box.

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.

The screenshot shows a list of search types. Each row includes a status icon (red exclamation mark or green checkmark), the search name, a selection status (e.g., '1 Selected'), an 'info' link, and a 'Package' button with a close icon. The 'Statewide Criminal' search is currently grayed out. At the bottom, a 'Show More Searches' button is highlighted with a blue box.

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

Confirm and submit your order

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

ORDER

The screenshot shows the order confirmation process. At the top left is a green **SUBMIT** button. Below it is a checkbox labeled "Save order configuration for use in future orders". To the right is a link "need help finding a location?". The main area displays a list of items: "County Criminal" with "1 Selected" and an "info" link, and a "Package" button with a close icon. A checkbox "include additional name" is checked. Below are two dropdown menus for "TEXAS" and "TRAVIS". At the bottom of this section are "SAVE SELECTION" and "REMOVE" buttons, and a link "+ ADD ANOTHER". To the right is a "Current Order" summary box containing "Total Price \$1.25" and a green **ORDER** button highlighted with a blue border. Below the summary are "SAVE AS DRAFT" and "VIEW DRAFTS" buttons, and a "SwiftHire Order" section with a plus icon.

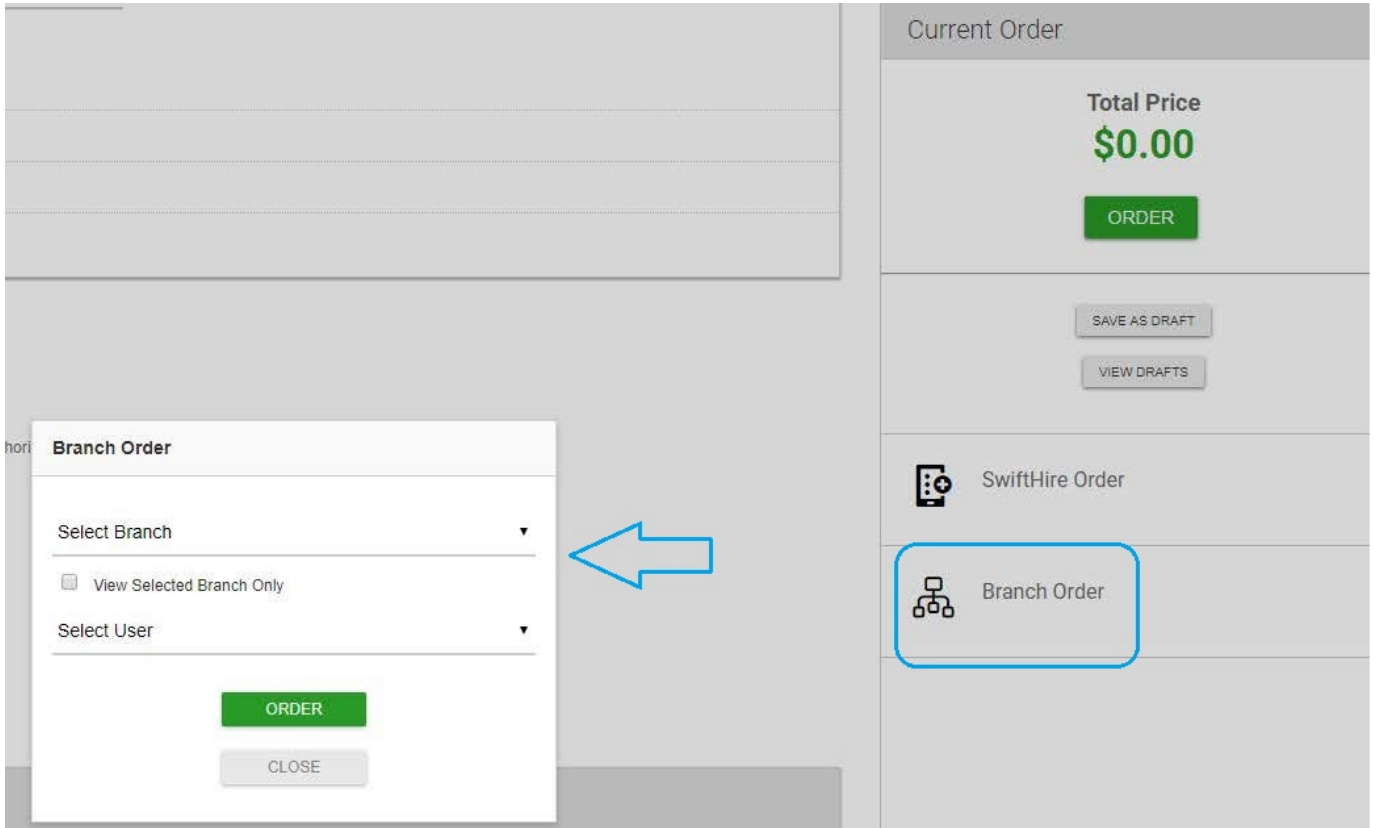
If any fields are not the in correct format, or any searches have not been saved (and still have a red indicator), you'll be prompted to make corrections before you submit.

The "Updates Needed" dialog box has a title "Updates Needed". The main text reads: "This order is not yet ready to be ordered. Please check your order for the following and make the appropriate updates:". Below this are two bullet points: "- Incomplete fields indicated by •" and "- Incomplete searches indicated by •". At the bottom is a green **CLOSE** button.

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

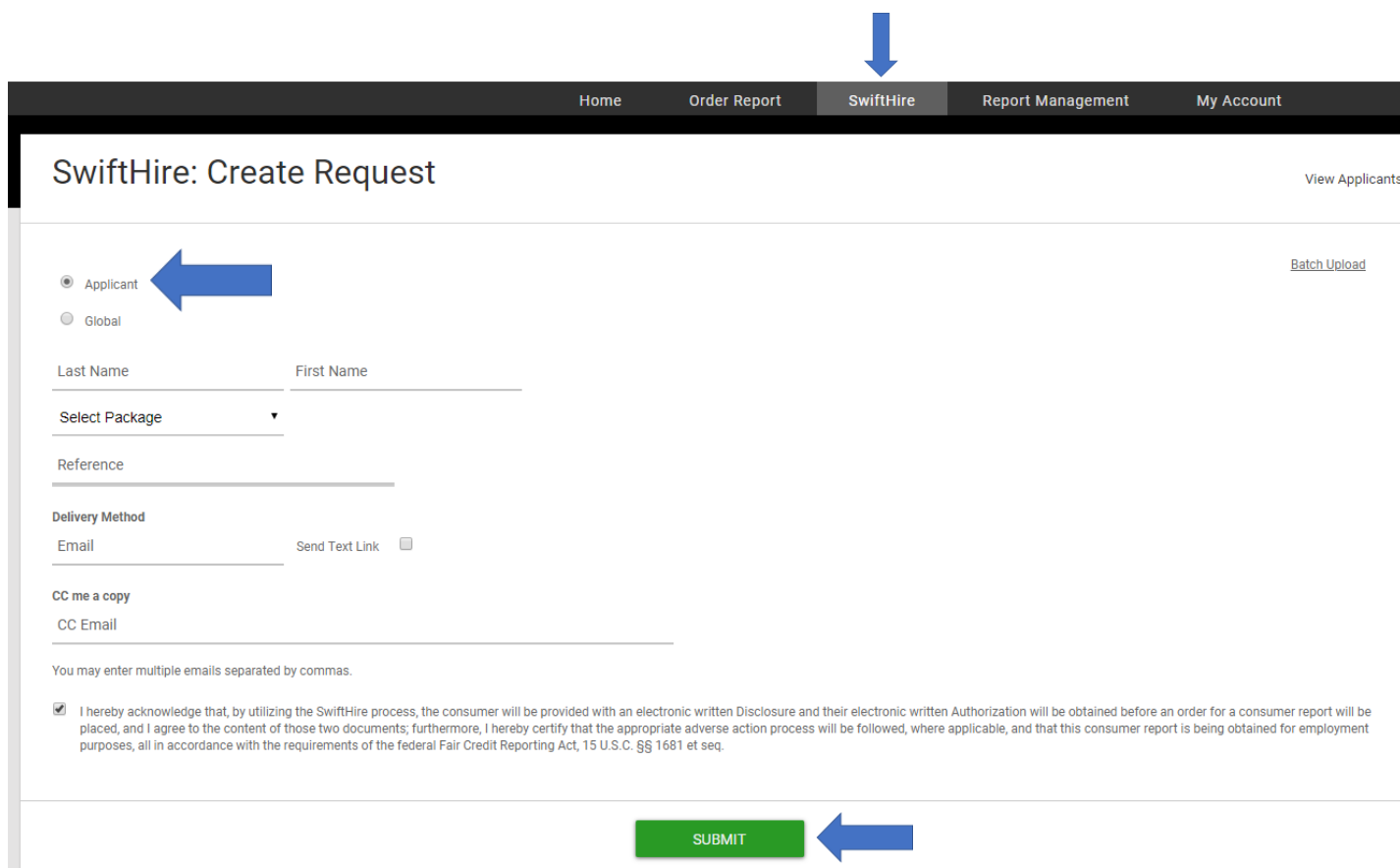
With Swifthire, you have 2 ordering options.

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 **LEGAL** 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' page. At the top, a navigation bar includes 'Home', 'Order Report', 'SwiftHire', 'Report Management', and 'My Account'. A blue arrow points down to the 'SwiftHire' tab. Below the navigation bar, the page title is 'SwiftHire: Create Request' with a 'View Applicants' link on the right. The form contains several sections: 'Applicant' and 'Global' radio buttons, with a blue arrow pointing to the 'Applicant' option; 'Last Name' and 'First Name' input fields; a 'Select Package' dropdown menu; a 'Reference' input field; a 'Delivery Method' section with 'Email' and 'Send Text Link' (checkbox) options; a 'CC me a copy' section with a 'CC Email' input field; and a disclaimer section with a checked checkbox. At the bottom of the form is a green 'SUBMIT' button with a blue arrow pointing to it. A 'Batch Upload' link is visible in the top right corner of the form area.

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.



Home Order Report **SwiftHire** Report Management My Account

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!>

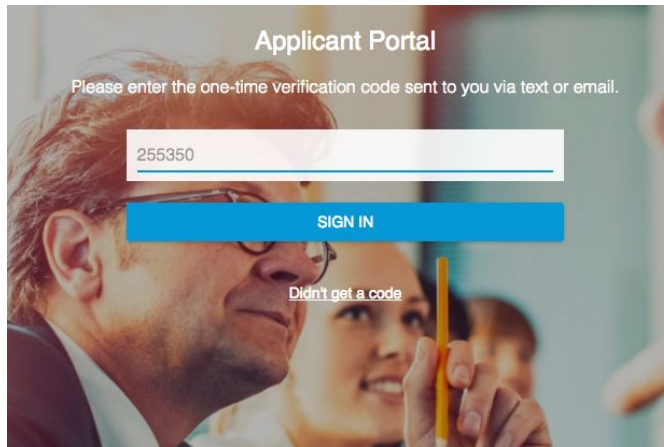
Copy URL

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.

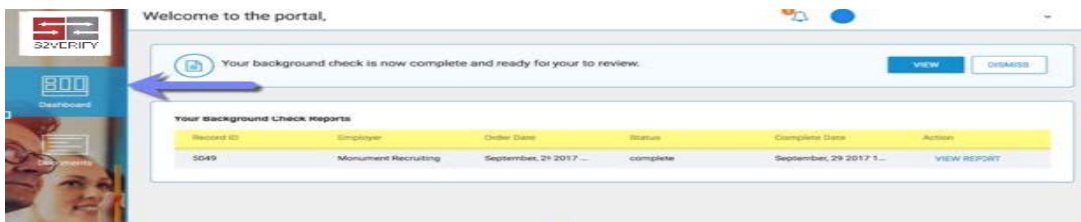
7. After an applicant has submitted their information, they can use Applicant Portal to keep track of the status of their background check, as well as have a central location for their documents and disclosures.

8. Continue to processing.

Sample applicant portal



Sample applicant dashboard



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		CANCEL	REVIEW	ORDER
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 on line 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 style="width: 0%; height: 10px; background-color: #ccc;"></div>	0 of 13		<input type="checkbox"/>
Boyko, Brian	11/02/2017	<div style="width: 0%; height: 10px; background-color: #ccc;"></div>	0 of 4		<input type="checkbox"/>
Bro, Test02211307	02/21/2018	<div style="width: 10%; height: 10px; background-color: #ffc107;"></div>	1 of 11		<input type="checkbox"/>
CK Louis	09/30/2017	<div style="width: 20%; height: 10px; background-color: #ffc107;"></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

County Criminal
Details: Hays, Texas
In Progress
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:

County Criminal Documents	Add doc
No Documents	

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:



Completed (16)

Archive all

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](#)

Bergen, 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

view reports
print report

SEND

e-mail report

ORDER

order more
re-screen this applicant
create form I9

OTHER

upload document(s) for this report

VIEW DOCUMENTS

Search Types	Done	
<p>Education Verification - Some school</p> <p>Sex Offenders - Tennessee</p> <p>Employment Verification - Random Name</p> <p>County Criminal - Davidson, Tennessee</p> <p>Past Address History</p> <p>Federal Criminal - Tennessee Middle</p> <p>Statewide Criminal - Tennessee</p>	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	<p>Education Verification</p> <p>Details: Some school</p> <p style="color: green;">In Progress</p> <p>Status request</p>
<p>Education Verification Documents Add doc</p>		<p>Education Verification (My Notes) Add note</p>
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: Detailed View

Back to List Next Applicant

Bryan, Robert

SSN: 461-27-**** Ordered: 10-26-2018
DOB: 11/23/**** Complete

1 of 1 Completed

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

Search Types Done

Past Address History Past Address History
Details: None Complete

My Reports

- In Progress (0)
- Completed (5)** Archive all
- SwiftHire (0 / 0)
- Archived (1)
- Needs Attention (0)
- Review Needed (1)

VIEW OPTIONS

Re-Screening ▶

Home Order Report Report Management My Account

Applicant: Detailed View

Bryan, Robert

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

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

Search Types Done

Past Address History Past Address History
Details: None Complete

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

Confirm Cancel

Select the appropriate Pre-Adverse Action Letter, based on the applicant's geographic location.

My Reports

- In Progress (0)
- Completed (5) Archive all
- SwiftHire (0 / 0)
- Needs Attention (0)
- Review Needed (1)

VIEW OPTIONS

Re-Screening ▶

Home Order Report Report Management My Account

Order Pre-adverse or Adverse Action Letter

Applicant: Deta

Bryan, Robert

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

REPORT ACTIONS

VIEW
view reports
print report
mark unread
archive this report

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

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

Search Types
Past Address History

Past Address History
Details: None
Complete

Reports

In Progress (0)

Completed (5) Archive all

SwiftHire (0 / 0)

Archived (1)

Needs Attention (0)

Review Needed (1)

OPTIONS

Screening ▶

Home Order Report Report Management My Account

Profile: My Documents

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

Title	Doc Type	Description	Date
New Hampshire Statewide Criminal Release Form			
PSP Disclosure and Authorization			
NYC Fair Chance Form Article 23-A	Standard		01/27/2018
Virginia Statewide Consent Form	Standard	MUST BE NOTARIZED	03/24/2016
Puerto Rico MVR Release Form 10.17.2016	Standard		10/17/2016
Credit Report Fields Key	Standard		03/29/2018
PA MVR Release & Instructions	Standard		07/20/2017
Colorado Worker's Comp Release	Standard		10/13/2017
Kansas Workers Comp	Standard		10/13/2017
SSA-89	Standard	SSA-89	03/29/2018
California Fair Chance Initiative For Hiring Ordinance (FCIHO)	Standard		10/01/2018
New York Fair Chance	Standard		10/01/2018
FCRA Summary of Rights 2018	Standard		10/01/2018

My Account Info
My Results Delivery
My Password
Company Info
Reference Options
Registration Options
My Documents

User Info ▶

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 List Next 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 print report mark unread archive this report	e-mail report	order more re-screen this applicant	upload document(s) for this report Order Pre-adverse/Adverse Action Letter

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) Archive all
- 📄 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: Detail

Bryan, Robert

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

REPORT ACTIONS

VIEW
view reports
print report
mark unread
archive this report

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"

Search Types
Past Address History

Past Address History
Details: None
Complete

Reports

In Progress (0)

Completed (5) Archive all

SwiftHire (0 / 0)

Archived (1)

Needs Attention (0)

Review Needed (1)

Applicant: Detailed View

Back to List Next Applicant

Bryan, Robert

SSN: 461-27-**** Ordered: 10-26-2018
DOB: 11/23/**** Complete

1 of 1 Completed

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

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

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)

Archived (1)

Needs Attention (0)

VIEW OPTIONS

Re-Screening ▶

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 List Next Applicant

Bryan, Robert

SSN: 461-27-**** Ordered: 10-26-2018
DOB: 11/23/**** Complete

REPORT ACTIONS

VIEW	SEND	ORDER	OTHER
view reports print report mark unread archive this report	e-mail report	order more re-screen this applicant	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

My Reports

- In Progress (0)
- Completed (6) Archive all
- SwiftHire (0 / 0)
- Needs Attention (0)
- Review Needed (1)

VIEW OPTIONS

- Re-Screening ▶

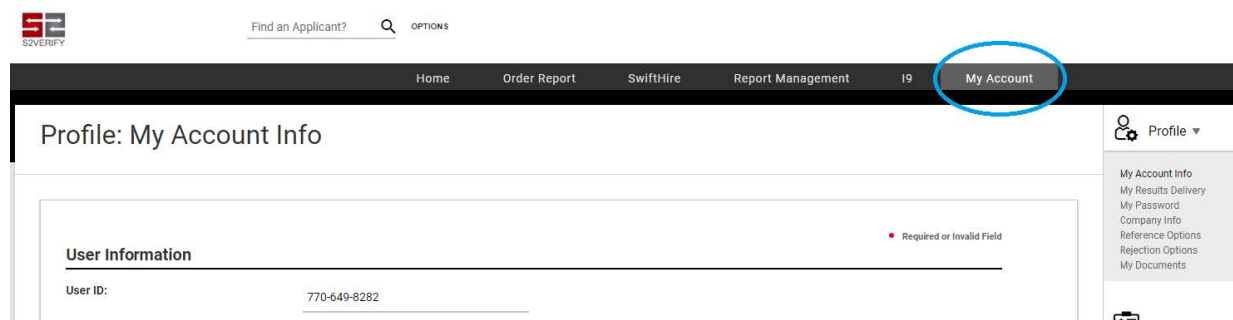
Search Types Done

Past Address History Past Address History

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

Title	Doc Type	Description	Date
Standard Consent Form	Standard		03/30/2018
Required Doc 2	Standard		03/30/2018

Profile ▾

- My Account Info
- My Results Delivery
- My Password
- Company Info
- Reference Options
- Rejection Options
- My Documents

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

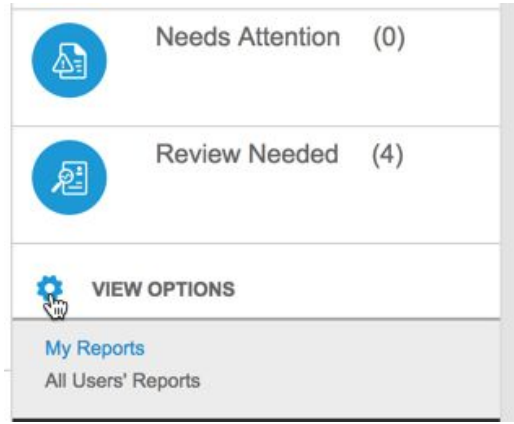
User Options

<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"/> Change Grade
	<input checked="" type="checkbox"/> Screening Stats	

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

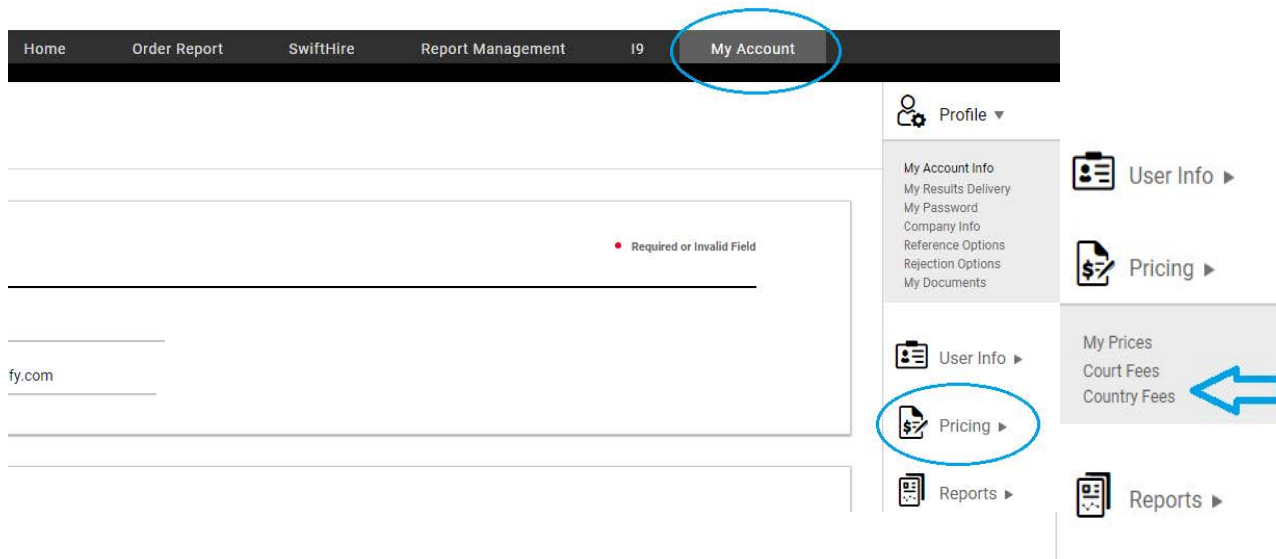
Click this to bring up a list of all other users in your client portal. You can then click and edit any of these users, using the same fields described above under Add User.

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."



The screenshot shows a navigation bar with the following items: Home, Order Report, SwiftHire, Report Management, I9, and My Account. The 'My Account' item is circled in blue. A dropdown menu is open from 'My Account', showing the following options: Profile, My Account Info, My Results Delivery, My Password, Company Info, Reference Options, Rejection Options, My Documents, User Info, Pricing, My Prices, Court Fees, Country Fees, Reports, and Reports. The 'Pricing' option is circled in blue, and a blue arrow points to the 'Court Fees' link within the 'Pricing' submenu.

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.