

# Upcoming Enhancements To Your Account

backgrounds online

Our team is working hard to create an even better experience for you while using our website. Here's a sneak peak at some changes we're launching the first week of February:t

background	S UIIIIIIE reening Solutions		Order Rep	oorts Report Manager	Resource Center (
Welcome Back, Jo	ohn Smith				Order New Report
Order New Report	Custom Package	Custom Package	Report Manager Name	Status Complete	Actions View Results View Results
Comprehensive Background Check	Create	Create		Complete Pending Applicant Pending Applicant Pending Applicant Pending Applicant	view results
Order	Order	Order		View All	
Resource Center Dowload Authorization Forr Newsletters, and Learn Mo Education Page.	ms, Adverse Action Letters, re About The Industry on the BGO		14 In Process Reports	12 Completed Reports	2 Needs Attention Reports

### Dashboard

We're updating the dashboard with a sleek new design and making it even easier to find everything you need quickly. The updated page will:

- Empower you to order your most commonly-run background checks right from the dash.
- Give you the option to create new custom packages that can be perfectly tailored for any position.
- Display details about your seven most recent orders and provide a convenient link so you can view all.
- Show you how many orders are in process, recently completed or in need of attention.
- Offer a quick link to our powerful Resource Center with sample compliance documents (authorization, disclosure, state notices and more) and links to see State Laws, Newsletters, our blog and other useful options.

42 Reports	3 In Process	2 Pending Applicant 1 Needs	Attention		1 Completed 1 Needs Re	view 1 Reviewed 20 Archived
		s	howing Reports from 12/10/	′2018 <b>to</b> 01/10/2019		
Name	Order ID	Order Date	Report Status	Onboarding	Authorization	Actions
	851144	##/##/###	Complete	##/##/### - Mon		View Report
	851145	##/##/###	Complete	##/##/### - Tue		View Report
	851174	##/##/###	Pending County	##/##/### - Tue		(Request Status)
Package: Basic		Product	Status			
		Identity Verification	Complete			(Edit Information
		Driving Record - State	Complete	Note: County, State - 7	he search is delayed pending r	esearch by the court clerks. We
		Driving Record - State	Complete	have been given an ET/	A of Tuesday 09/18/18. We will	continue to monitor this report for
		County Criminal - COUNTY	Processing	any change in status.		

## **Report Manager**

We're making several exciting changes - the new Report Manager will:

- Provide tabs for every recent report and orders that:
  - o Require action from the applicant
  - o Are in process
  - o Need attention (additional action is required)
  - o Are complete and ready to view
  - o Need review by you or a colleague
  - o Were reviewed by you or a colleague
- Display details about pending reports so you always know the status.
- Give you an easy option to upload or review
- authorization forms.
- Show 20 reports with the option to see up to 100 per page.

elect Report	(Filter by title Q)	Last Used	Report informat	ion   Basic Background	Check
۲ <u>-</u> ٦				Details Who will submit the app	licant information?
Create New Custom Package	Basic Background Check	Standard Background Check	Basic Background Check Bodial Security Number Trace (1)	Applicant	A A A A A A A A A A A A A A A A A A A
Create 20	Used 75 Last 101/12 Order	Unior a Luer 101/119 Order	County Critininal Court (1) Nationwide Criminal (1) Sex Ottender Registry	Your Name*	C Your Billing Reference

Upcoming upgrades will:

- Give you quick links to order background checks.
- Include options to create new custom background checks, order single reports and use the Search field to instantly find anything you need.
- Offer an easy method to edit/update any background check package.

# **Order Reports**

When ordering a background check, you will be able to:Edit the contents and save your changes as a new

- background check package.
- Take advantage of our Applicant Submit featured that:
- o Allows you to send customizable invites that ask
- applicants to submit their information to us.
- o Saves you time and prevents data entry errors.
- o Ensures your applicants see and approve all compliance documents like e-consent, disclosure, authorization and state notices.
- o Gives the person you're screening our contact information so they can connect with us.

Order Settings		81			
	Applicant	Myself			
	Default Background Check Sorting				
	Adverse Filtering				
	Activating this will sort results that include potential edverse information into the "Ne containing no potential advarse information are serted into "Completed" as usual.	eeds Review* section of your Report Manager. Results			
	Save Ordering Details				

## Settings

You'll be able to select your preferred setting for:

#### Who Will Submit The Report:

Use this to either always ask your applicants to provide the information we need to start their background check or to always submit it yourself.

#### Sorting:

Use the convenient dropdown to see your background check packages by the date last used, most commonly ordered or alphabetically.

#### **Report Filtering:**

This feature automatically places completed background checks that contain potentially adverse information into the "Needs Review" section of your Report Manager. Otherwise, they will be placed in the "Completed" section.

Use the icon at the top right of your account for additional links to change your account settings, review invoices and quickly find everything else you need.

### We'd Love Your Feedback

We're always happy to see your feedback, questions and comments. Let us know your thoughts and how we can help further improve your background screening process.

If you have questions about anything related to background screening, please contact us. Our highly trained team is here to assist you via phone, chat or email Monday through Friday from 5am to 6pm PT.