



As any seasoned business owner or member of Human Resources will recognize, there are a minimum of three key players during onboarding: the employer (you), the applicant or employee (them), and your background screening firm (us). Successfully placing a new staff member relies on good communication and great transparency between all three parties.

Employer & Employee

From the moment you've decided to move forward with onboarding an individual, it's best to explain to them the way your process works- it sets a good precedent for upcoming training and keeps them in the know. Always be sure to secure a signed release and disclosure for their background screening and explain to them that they're welcome to a copy of their screening results once complete. Also, due to the many variables that can impact the timeline required for background screening, we encourage employers to make job offers contingent on screening results, rather than setting a start date as soon as the applicant has completed the interview cycle.



Employer & Backgrounds Online

As a firm who pride ourselves on service, keeping employers updated on pending results and ensuring our team is readily accessible is a very high priority. At the same time, we also make sure you know exactly where we are in the screening process. Our Report Manager feature helps employers manage their applicants/employees and their screening status. Offering sorting options and single-click status requests, HR representatives throughout the country use it as a software-free applicant tracking system that's available anywhere with an internet connection. Our friendly, industry-educated staff is available via phone, email and live chat 13 hours a day to accommodate employers from all coasts, and we are always eager to answer questions or provide proactive updates on any unusual delay in results.

Employee & Backgrounds Online

There are several occasions in which an employee may contact Backgrounds Online, all in which we're eager to assist within the confines of the FCRA and the employer's preferences. Most commonly, an employee reaches out to our staff to request a copy of their screening results, in which we politely confirm their identity and dispatch a physical copy (sensitive information redacted) via certified mail to their desired address, as well as answer any questions they may have about our process. On the other side of the coin, our Verifications Department may reach out to your employee (with your permission, of course) to obtain information required to verify a past employer, educator or professional reference.

BACKGROUNDS ONLINE NEWSLETTERS



Our staff here at Backgrounds Online use transparency as a tool every day in order to successfully communicate between departments and ultimately deliver what we consider the best FCRA compliant background check on the market. If you have questions about our process or how to direct your applicants/ employees to find out more information about Backgrounds Online- contact us today, we'd love to hear from you.

Backgrounds Online

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