



Enhancements To Your Report Manager

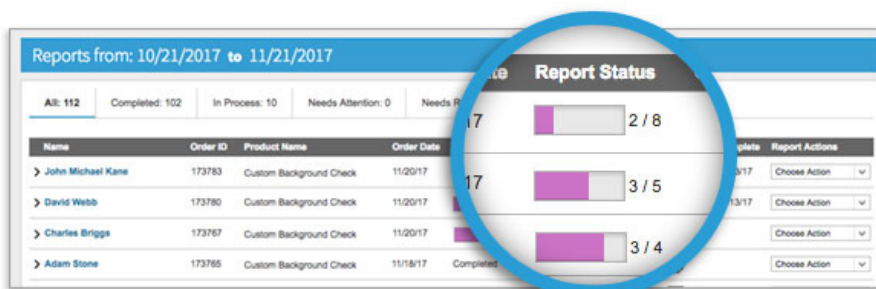


The team at Backgrounds Online is always working on new ways to make background screening even better for you. We recently launched several exciting updates to your account.



Real-Time Progress Updates

Your Report Manager shows how many components are in each report you order and how many of those components are already closed. This shows you how far along we are in the screening process and gives you a deeper level of transparency about how soon each report will be completed.



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Direct Communication About Your Order

Now and then a report can be delayed due to a backup at a county court, a reference that can't be reached or another factor that is beyond our control. If this happens, we'll add a Note. When you check your Report Manager, you'll see relevant Notes and get the pertinent information instantly.



New Status Descriptions

We show you the status of every report in real time. When a report is actively being processed, you can see how many components are already closed. Other status options include:

Processing

This means we received your order and are reviewing the details. Once at least one component is complete, we will update this status.

Quality Control

Before we release a report, we send it to our Quality Control Department to verify everything is ready for you. This typically takes about 2 business hours.

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Pending Applicant

You can have your applicants submit the information we need to start screening. While we're waiting for them to respond, the status of your report is Pending Applicant.

Complete

As soon as a report is reviewed and confirmed, we change the status to Complete. We also send you an email so you know your report is ready.



Tell Us Your Anticipated Onboarding Date

After ordering a new report, you have the option to send us Special Instructions. We added an option for you to tell us the date you hope to start onboarding a new employee:

Option 1
Special Instructions

Comments:

Save

Option 2
Anticipated Onboarding Date

Select the date you

12/7/2017

Save

This helps us understand when you hope to hire an individual. Your dedicated Account Manager will work to accommodate this time frame and can update the Onboarding Date as needed. You will see the selected date in your Report Manager:

Name	Order ID	Product Name	Onboarding	Results	Authorization	Complete	Report Actions
> Webb, David	178806	Basic Package	12/7/2017				Choose Action

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Run A Background Check

We hope you'll enjoy these enhancements to your account. Take advantage of them the next time you order a report.

**If you have questions or comments, please
contact us.**

Backgrounds Online

1915 21st St. • Sacramento, CA 95811 • 1-800-838-4804
support@backgroundsonline.com • www.backgroundsonline.com