

# Report Manager Guide

[support@backgroundsonline.com](mailto:support@backgroundsonline.com) | 800-838-4804 | [backgroundsonline.com](http://backgroundsonline.com)



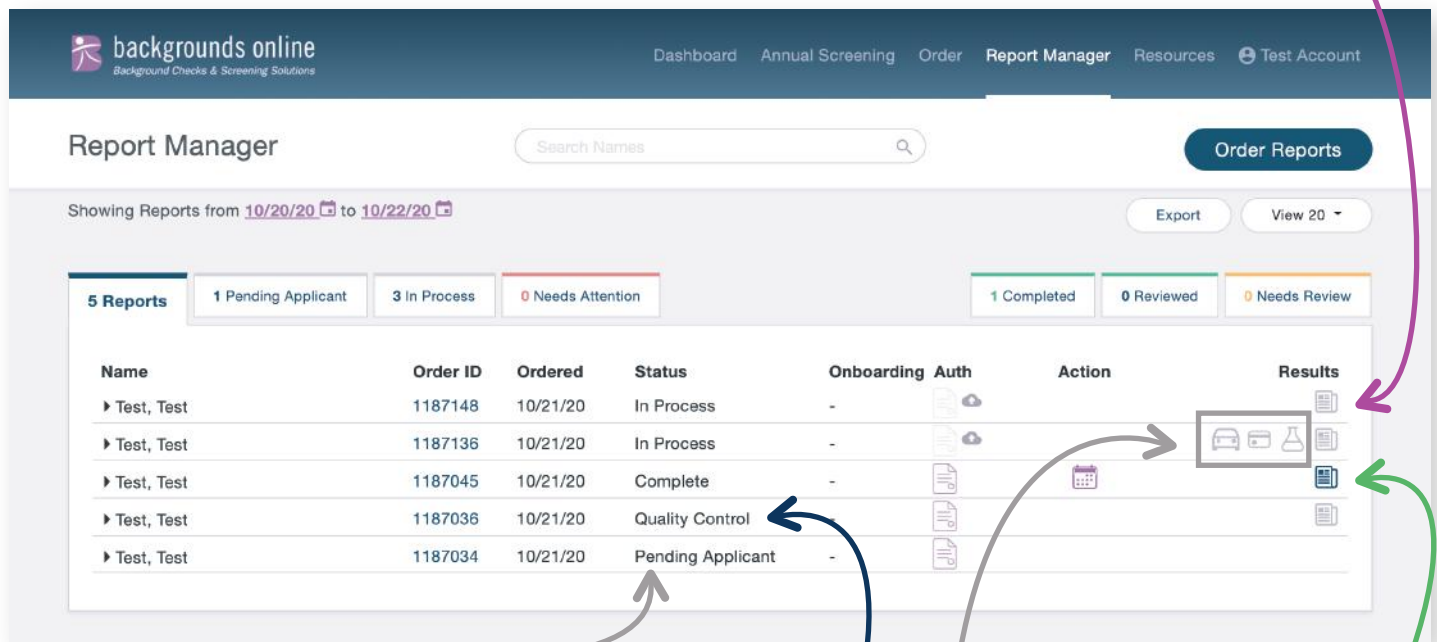
# Section 1 - Status Options

It's easy to check the status of your order, make updates and view completed reports.

When you order a report, you can view the status in real time via your Report Manager. There are five options under the **Status** column:

**In Process** - **Pending Applicant** - **In Process+** - **Quality Control** - **Complete**

If the background check is actively being worked on, the status will display as **In Process** and the Results icon will be disabled and grayed out:



Report Manager

Showing Reports from 10/20/20 to 10/22/20

5 Reports | 1 Pending Applicant | 3 In Process | 0 Needs Attention | 1 Completed | 0 Reviewed | 0 Needs Review

Name	Order ID	Ordered	Status	Onboarding Auth	Action	Results
▶ Test, Test	1187148	10/21/20	In Process	-		
▶ Test, Test	1187136	10/21/20	In Process	-		
▶ Test, Test	1187045	10/21/20	Complete	-		
▶ Test, Test	1187036	10/21/20	Quality Control			
▶ Test, Test	1187034	10/21/20	Pending Applicant	-		

If you're taking advantage of our Applicant Self-Submittal feature the status will display as **Pending Applicant** until we receive the necessary information from your candidate. At this time, the results icon is unavailable.

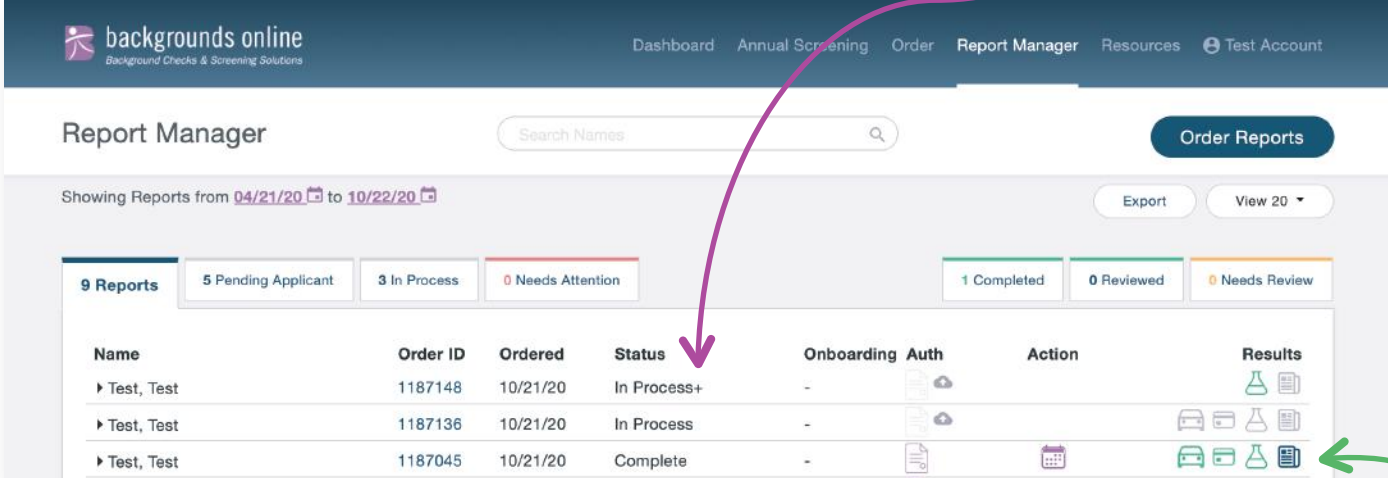
Before we finish the background check, our Quality Control department performs a thorough review to assure the results are accurate before you may access them. The status will display as **Quality Control**.

Once the results are finalized, the status displays as **Complete** and the Results icon is enabled.

For clients ordering Pre-Employment Credit Reports, Motor Vehicle or Drug Screening, we qualify these as "supplemental reports" outside of the primary background check. These reports display as standalone documents with their own Results icons. If a supplemental report is actively being worked on, the status will display as In Process and the Results icon will be grayed out similar to the primary background check results.

## Section 2 - Supplemental Reports

As each supplemental report is completed the results icons will be enabled even if the primary background check is still being worked on. The overall status will display as **In Process+** until the entire order is complete.



The screenshot shows the 'Report Manager' interface. At the top, there is a navigation bar with 'Report Manager' selected. Below the navigation bar, there is a search bar and an 'Order Reports' button. The main content area shows a summary of reports: '9 Reports' (5 Pending Applicant, 3 In Process, 0 Needs Attention, 1 Completed, 0 Reviewed, 0 Needs Review). A table below lists three reports:

Name	Order ID	Ordered	Status	Onboarding	Auth	Action	Results
▶ Test, Test	1187148	10/21/20	In Process+	-			
▶ Test, Test	1187136	10/21/20	In Process	-			
▶ Test, Test	1187045	10/21/20	Complete	-			

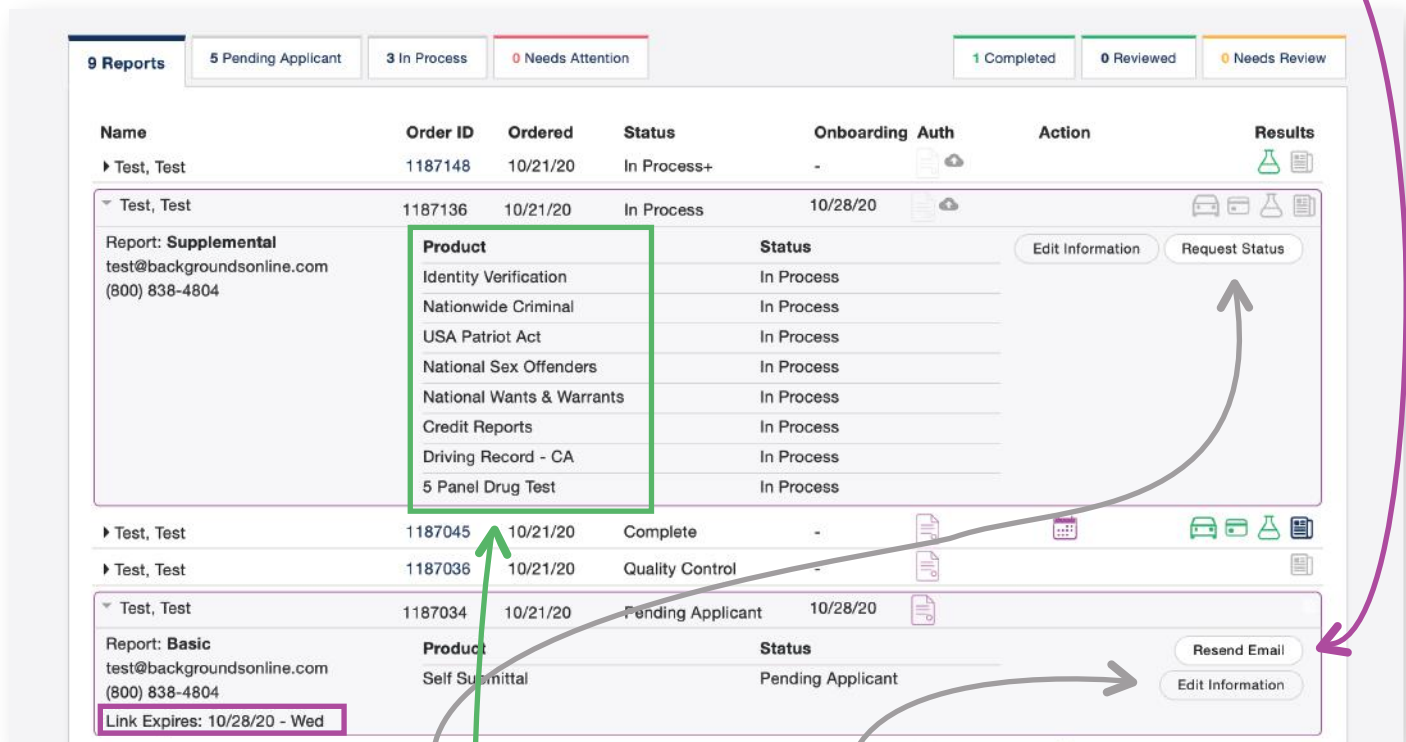
A purple arrow points from the text above to the 'In Process+' status in the first row. A green arrow points from the text below to the results icons in the third row.

Once the entire background check is complete the status will display as **Complete**. The supplemental results icons and the primary background check results icon are enabled.

## Section 3 - Extended View Options

Click on the arrow next to a person's name in your Report Manager to expand the view. This shows additional details about the package and provides various options.

If you're taking advantage of our Applicant Self-Submittal feature and the background check is still pending information from the candidate, you may resend the email notification to them using the **Resend Email** option.



Name	Order ID	Ordered	Status	Onboarding Auth	Action	Results																		
▶ Test, Test	1187148	10/21/20	In Process+	-																				
▼ Test, Test	1187136	10/21/20	In Process	10/28/20																				
Report: <b>Supplemental</b> test@backgroundsonline.com (800) 838-4804		<table border="1"> <thead> <tr> <th>Product</th> <th>Status</th> </tr> </thead> <tbody> <tr><td>Identity Verification</td><td>In Process</td></tr> <tr><td>Nationwide Criminal</td><td>In Process</td></tr> <tr><td>USA Patriot Act</td><td>In Process</td></tr> <tr><td>National Sex Offenders</td><td>In Process</td></tr> <tr><td>National Wants &amp; Warrants</td><td>In Process</td></tr> <tr><td>Credit Reports</td><td>In Process</td></tr> <tr><td>Driving Record - CA</td><td>In Process</td></tr> <tr><td>5 Panel Drug Test</td><td>In Process</td></tr> </tbody> </table>		Product	Status	Identity Verification	In Process	Nationwide Criminal	In Process	USA Patriot Act	In Process	National Sex Offenders	In Process	National Wants & Warrants	In Process	Credit Reports	In Process	Driving Record - CA	In Process	5 Panel Drug Test	In Process	<a href="#">Edit Information</a> <a href="#">Request Status</a>		
Product	Status																							
Identity Verification	In Process																							
Nationwide Criminal	In Process																							
USA Patriot Act	In Process																							
National Sex Offenders	In Process																							
National Wants & Warrants	In Process																							
Credit Reports	In Process																							
Driving Record - CA	In Process																							
5 Panel Drug Test	In Process																							
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▶ Test, Test	1187036	10/21/20	Quality Control	-																				
▼ Test, Test	1187034	10/21/20	Pending Applicant	10/28/20																				
Report: <b>Basic</b> test@backgroundsonline.com (800) 838-4804		<table border="1"> <thead> <tr> <th>Product</th> <th>Status</th> </tr> </thead> <tbody> <tr><td>Self Submittal</td><td>Pending Applicant</td></tr> </tbody> </table>		Product	Status	Self Submittal	Pending Applicant	<a href="#">Resend Email</a> <a href="#">Edit Information</a>																
Product	Status																							
Self Submittal	Pending Applicant																							
Link Expires: 10/28/20 - Wed																								

If the background check is still In Process and you would like a progress update, use the **Request Status** option. Our team will notify you via email once progress has been determined.

If the background check is **Pending Applicant** or **In Process** you may use the **Edit Information** option to modify the candidate's email address and phone number.

If the background check is **Pending Applicant** you'll also have the option to set an **expiration date** for the email notification.

Once the results are finalized you may click on the arrow next to a person's name in the Report Manager to see a component-level breakdown of the overall background check.

If you have questions about your Report Manager, ordering background checks or anything else related to screening, please contact us at support@backgroundsonline.com for assistance.