backgrounds online

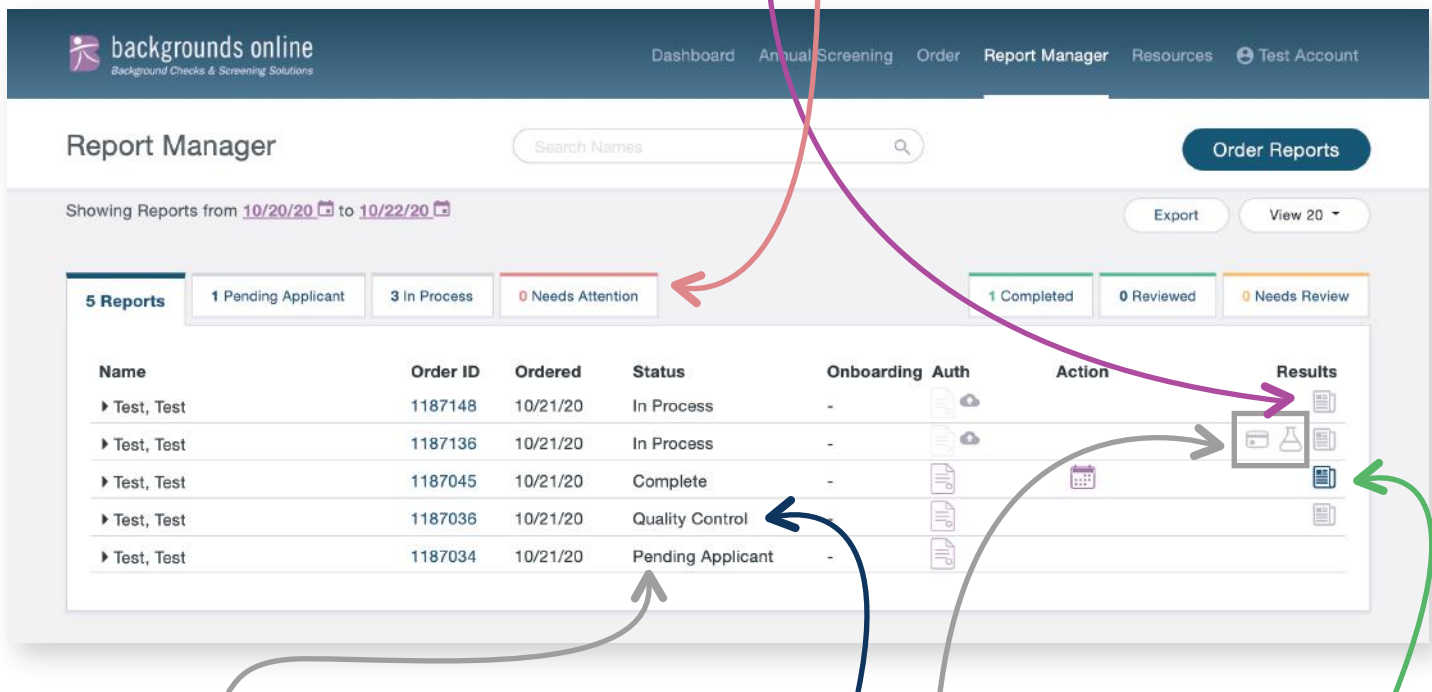# Report Manager Guide

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 six options under the **Status** column:

In Process · **Pending Applicant** · **In Process+** · **Needs Attention** · **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:

If you need to provide forms or anything else before we can continue with a report, the status will be **Needs Attention**.

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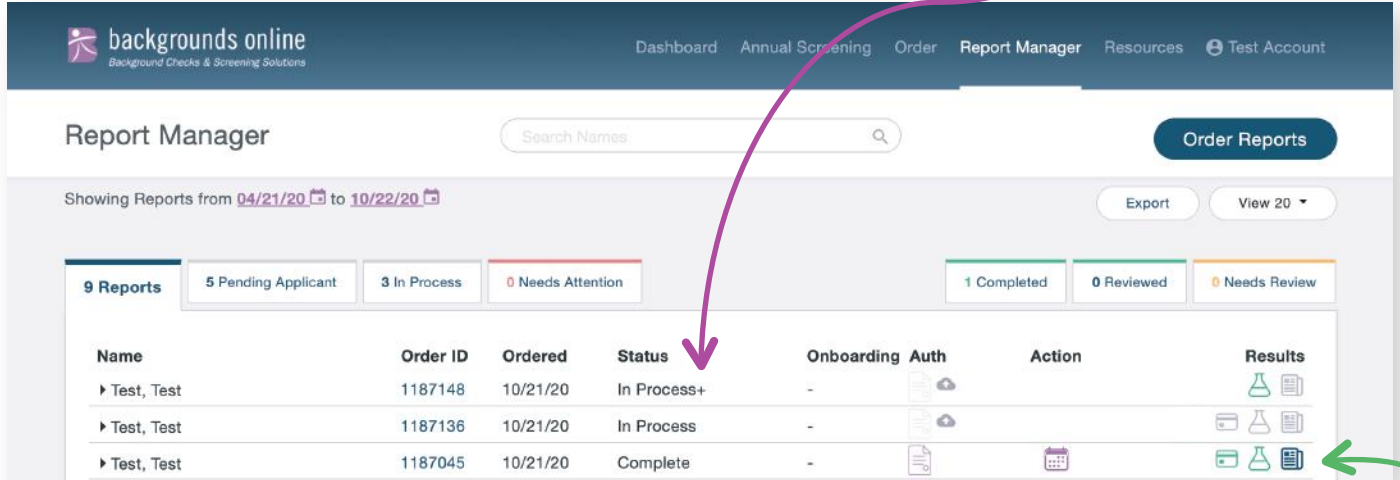
Before we finish the background check, our Quality Control department performs a thorough review to assure the results are accurate before you may access them. The status will display as **Quality Control**.

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

For clients ordering Pre-Employment Credit Reports 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.

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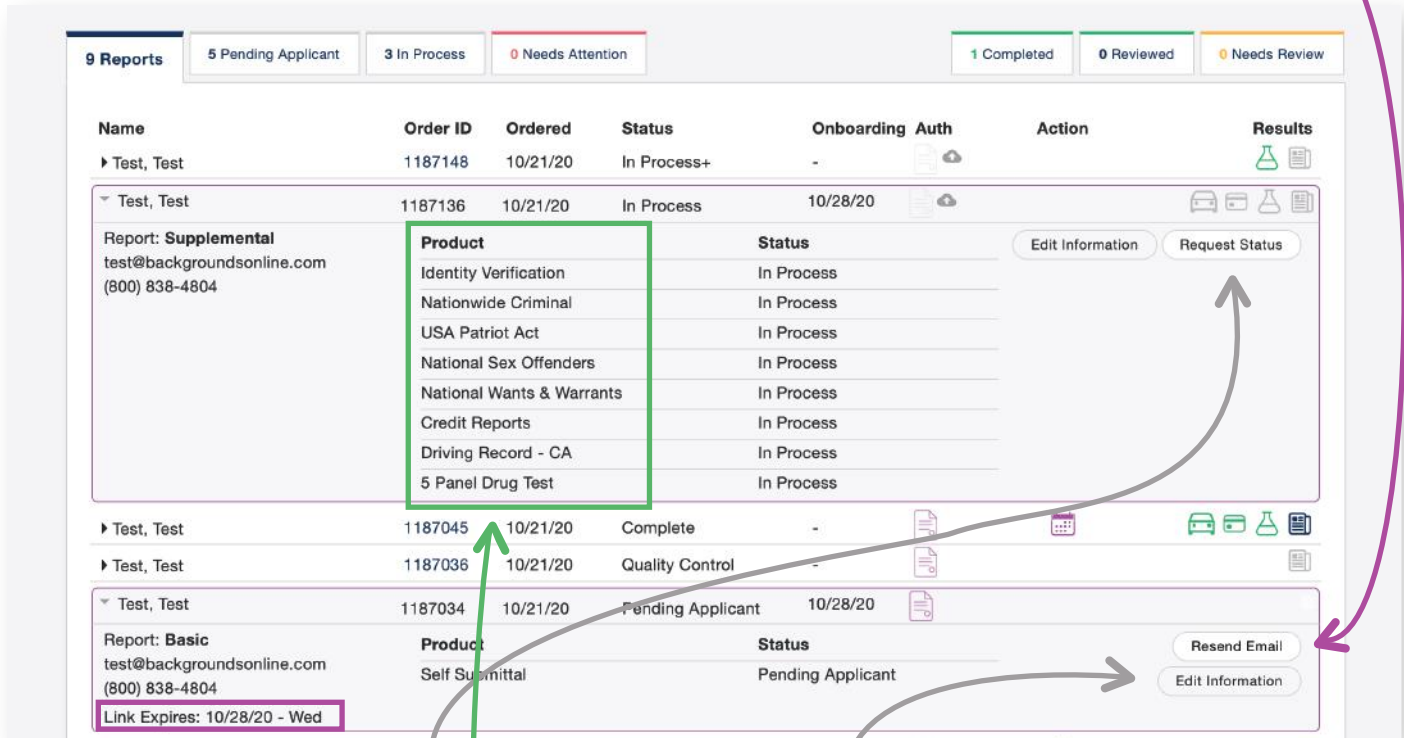
Once the entire background check is complete the status will display as **Complete**. The supplemental results icons and the primary background check results icon are enabled.

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Background Checks & Screening Solutions

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.

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.