

The Backgrounds Online Philosophy

As we often say, our goal is not to be the biggest Consumer Reporting Agency... but to be the best.



We're Here for You

At Backgrounds Online, we are passionate about helping our partners build strong teams and safe workplaces. To accomplish this, we know it's essential that our support team is readily available to knowledgeably assist you.

Based in Sacramento, every member of our team is highly trained to produce comprehensive, compliant background checks while delivering high-level client support. When you call us, you're quickly greeted by a real person that's prepared to help with any screening challenges you're facing.



About Our Team

When you partner with us, you're assigned a dedicated Account Manager tasked with learning about and catering to your specific needs. However, our full support team that is also available and happy to assist you. We have proprietary processes in place which empower our entire team to serve you promptly and efficiently. This reduces your waiting time and ensures you're always in good hands.

Our team at Backgrounds Online earns and maintains their Fair Credit Reporting Act (FCRA) certification. By making this an ongoing requirement, each team member keeps up to date on crucial details pertaining to the background screening industry. We also constantly strive to stay aware of new and upcoming state, county and city laws to maintain a wealth of educational resources.

Your Applicants

Our philosophy extends beyond our direct contact with you and onto the people you're screening. Backgrounds Online has a strong focus on the applicant's experience and we aim to provide a positive, transparent process that encourages top talent to choose you as their next employer. Additionally, we offer a dedicated toll-free number for those being screened as well as an Applicant Portal that creates a direct line of communication between us.



Our Screening Methodology

When you submit a background check request, our timeclock starts ticking. We understand you need comprehensive reports that can guide your decisions, but you also need them as quickly as possible. Our goal is to complete background checks within 1 to 3 business days to help you meet your timelines.

If a report might be delayed, we learn why and proactively reach out to let you know. Should the matter be urgent, our team will inform you of any options you may have to expedite results. Our team is filled with awesome people that will listen to your needs, create a positive experience for everyone and work diligently to deliver you the information you need to make informed hiring decisions,

Have Questions?

We're always happy to hear from you. Please feel free to contact us Monday through Friday from 5am to 6pm PT. Thank you for reading the Backgrounds Online Newsletter.