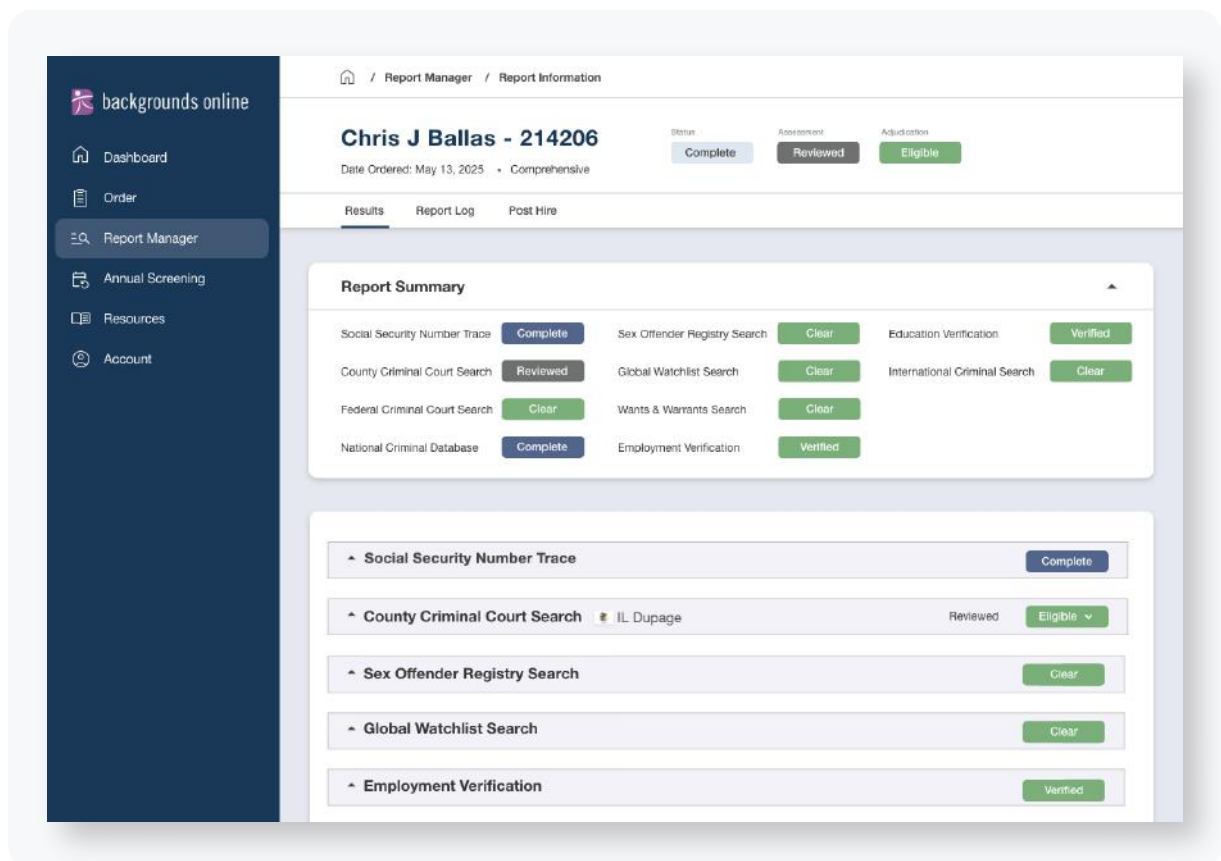


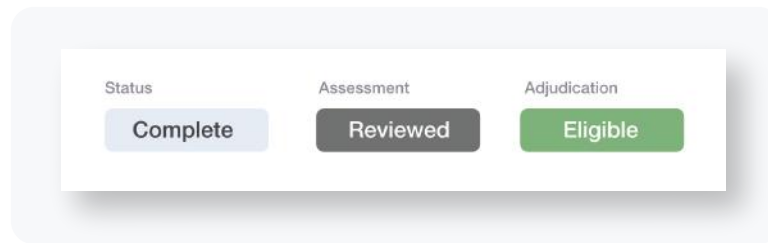
# Exciting Updates to Your Account



The team at Backgrounds Online is always working hard to enhance and simplify your screening process. Here's a sneak peek at some new features that are coming soon!

## Interface Overhaul

The first thing you'll notice once the seventh (!) iteration of Backgrounds Online launches is an entirely new coat of paint. Our in-house design team has worked diligently with both our clients and other experts in usability to refine how intuitive background screening can be. While we know change can be hard, we're confident that you'll find everything you're used to and more very quickly.



## Smarter Report Manager Tools

Last month, we announced some forthcoming status options such as **Eligible**, **Disqualified**, and **Pre-Adverse**. Those tastefully color-coded statuses will soon be prominently displayed in your Report Manager to offer you an intuitive overview at a glance.

For every background check in your Report Manager, you'll see up to three indicators that help you easily assess every report.

**Status:** Monitor the movement of your active background checks.

*Pending Applicant*, if the background check request has yet to be redeemed by your candidate.

*In Process*, if Backgrounds Online are diligently working on the background check.

*Complete*, if the background check results are ready for you.

**Assessment:** Post-screening analysis steps for your team.

*Clear*, if the background check yields no information that requires your attention.

*Review*, if there is information for you or your team to consider.

*Reviewed*, if the results of the background check have been reviewed by a member of your team.

**Adjudication:** Compliance-related actions to finalize the process.

*Eligible*, if the candidate meets your criteria.

*Pre-Adverse*, if the results of the background check concluded with you disqualifying the candidate.

*Adverse*, if you've completed taking adverse action against a candidate.

Review 1 Eligible 3 Pre-Adverse 1

## Expanded Results Filing

Based on the various outcomes of your background screening results, you'll see a dynamic set of new tabs within the Report Manager. In addition to tabs that match the previously mentioned indicators, we've added a few new tabs dedicated for special case scenarios.

Escalated, when a recruiter deems it necessary for the results of a background check to be reviewed by management or another team member.

Dispute, under the Fair Chance Reporting Act (FCRA) consumers are provided the opportunity to dispute what they determine as an inaccuracy on their background check. This tab is to be utilized when a background check is under reinvestigation due to a dispute claim.

Review ▼

## Determining Eligibility

Once a background check status reflects as **Complete**, any component that requires your attention will display the **Review** indicator. As you scroll through, your team is given the opportunity to update this indicator to **Eligible** or **Disqualified**. Outside of special cases like **Escalated** or **Dispute**, there are three ultimate outcomes.

- If there are no *Review* components, the candidate's assessment will indicate *Clear* and their adjudication will read as *Eligible*.
- If all *Review* components are updated to *Eligible*, the candidate's assessment will indicate *Reviewed* and their adjudication will read as *Eligible*.
- If one or more *Review* components are updated to *Disqualified*, the candidate's assessment will indicate *Reviewed* and their adjudication will read as *Pre-Adverse*.

## Post-Hire Options

Once you've determined that your candidate is **Eligible** and they've accepted your job offer, you may then take advantage of our Post-Hire options, located conveniently on the new Report Information page under Post-Hire.

**Annual Screenings:** Provides you with an overview of upcoming annual background checks and lets you manage your screening roster. Annual screening is the perfect way to know if someone on your staff incurs a record or if they maintain any required licenses or credentials.

**Criminal Monitoring:** Informs you if a member of your team has a new conviction that could affect their eligibility for ongoing employment.

**Motor Vehicle Monitoring:** An invaluable service for mobile employees that notifies you of new violations, changes in license status and more.

## Upgrades are Coming Soon

Whether it's feature updates like these, new product offerings or support enhancements, we're constantly working to serve you better. Watch for these beneficial updates to your account in mid-September.

While we're confident you'll love these bold new updates, our team is ready to answer any questions that may arise as you adapt to our new tools and layout. Your feedback is very important to us, and we'd love to hear your thoughts. We encourage you to reach out to your Account Manager to share your input.

### Need Assistance?

Have questions about any of these upcoming enhancements or anything related to background screening? Contact us for fast, friendly assistance. We are available to assist you Monday through Friday from 5am to 6pm PT.