

User Roles Simplified

Streamline your hiring process by assigning specific permissions using our User Settings when multiple team members are involved.



The Importance of Roles

Enhance security and compliance by allocating roles to team members. Each role comes with distinct permissions, ensuring only authorized personnel access applicant information and avoid sharing logins.



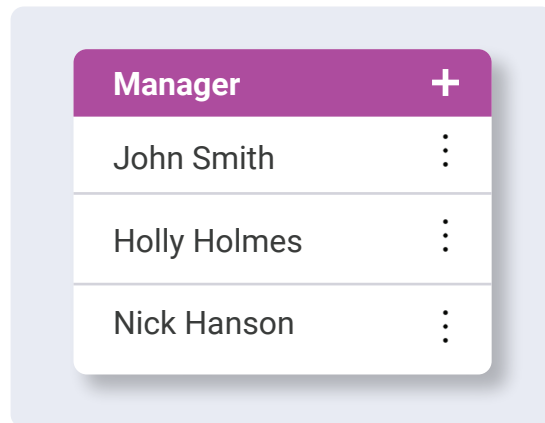
How We Handle Roles

At Backgrounds Online, we reference user roles in all email, phone, or chat interactions. We confirm user roles to grant appropriate permissions. If a user lacks an assigned role, we contact the account administrator for inclusion.

Understanding the Roles:

As an account administrator, you can establish these roles:

- Administrator: Full access, including ordering, viewing reports, managing users, and inviting new members.
- Manager: Order background checks, access all reports, and review billing.
- Recruiter: Order background checks and review your requested reports.
- Inviter: Dedicated role for ordering background reports without no access to view results.
- Billing: Access pricing, invoices, and contact us for billing queries—no access to background checks.



Adding and Editing Users

Managing users is effortless. Visit the Users page to view the current list and roles. To make changes, click the three dots next to a user's name. To add someone, click the + sign, enter their details, and send a secure email invite.

The User Onboarding Process

Recipients receive an email with a login link, create a username and a new password, agree to our terms and policies, then gain role-based access. A confirmation email is sent, and account administrators are notified of the addition.



Maintaining User Accounts

Deactivate accounts for departing employees is easily from the Users page. Reach out to your dedicated account manager or our support team for account maintenance assistance.

We're Your Partner

At Backgrounds Online, we are dedicated to helping you maintain secure, up-to-date accounts. If you have questions or need assistance, please contact our friendly team. We are available to assist you Monday through Friday from 5am to 6pm PT.