Sterling Backcheck

System User Guide

10/2014

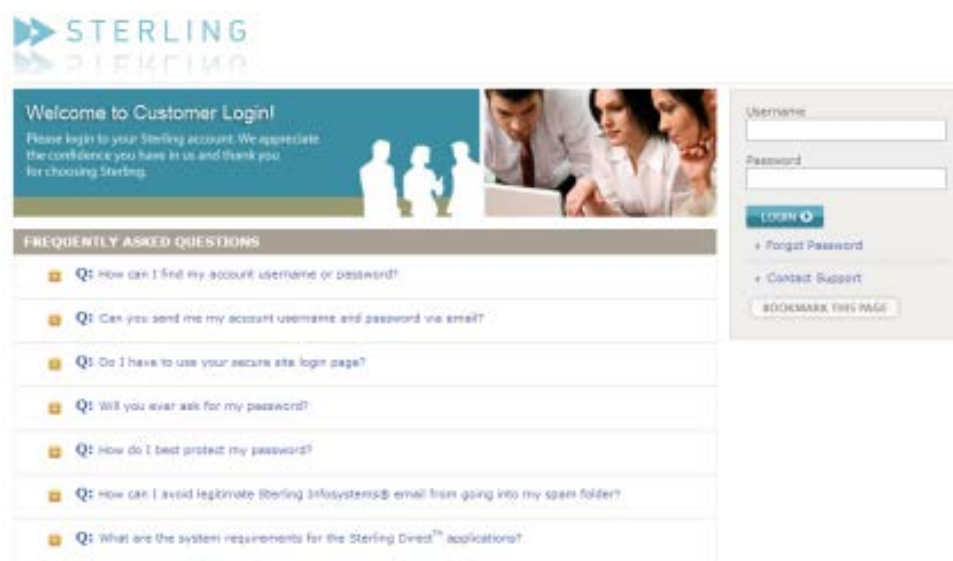*For assistance while navigating through the system, please contact Client Services at:*

RCAN@verifiedvolunteers.com - (855) 326-1860 - Option 1

Welcome to SterlingBackcheck

This system will be used for **Employment Screening ONLY.**

Log-in to your account directly at:

https://login.sterlingdirect.com/Default.aspx

Note: Some browsers will not work properly with the Verified Volunteers website. For the best possible viewing experience, please use Internet Explorer 9 (IE9) or later or the latest versions of Chrome, Firefox or Safari. If you choose to use an alternate browser or a tablet, some content may be skewed or unavailable.

Invitations to Candidates

From your dashboard, enter in the candidate email address:

The majority of the required information will populate within the order.
You will be prompted to enter the basic information for the employee and select the package you would like to order:

Scroll to the bottom of the screen. You have the option of customizing the email message to the candidate. If you choose not to customize, the Sterling standard language will apply.
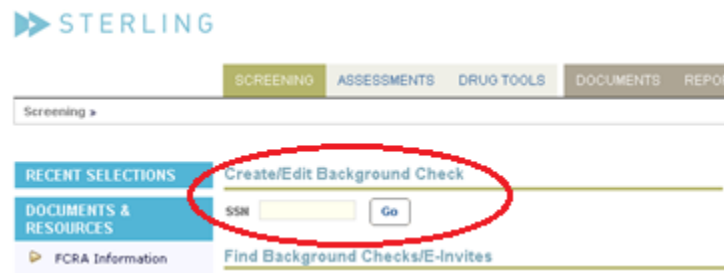
The invitation will be sent to the candidate automatically. They will be prompted to click on the link and submit their check. An email notification will be sent to you alerting you when a screening order is complete and ready for your review.

In some cases, you might need to manually enter in an order for a candidate. This can be done by entering in the SSN for the individual. You will be flagged if a duplicate order exists in the system for that SSN.

You will then be prompted for all of the relevant information for the candidate. The order will automatically go into processing.

Reviewing Candidate Reports
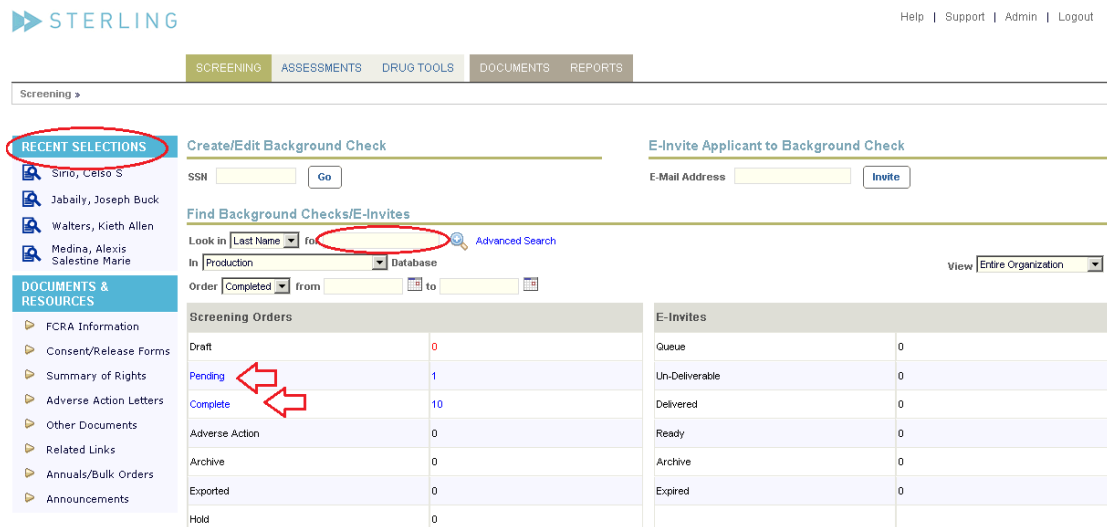
You will be sent an email when a background check is complete and ready for your review.

Log-in to your account at: https://login.sterlingdirect.com/Default.aspx
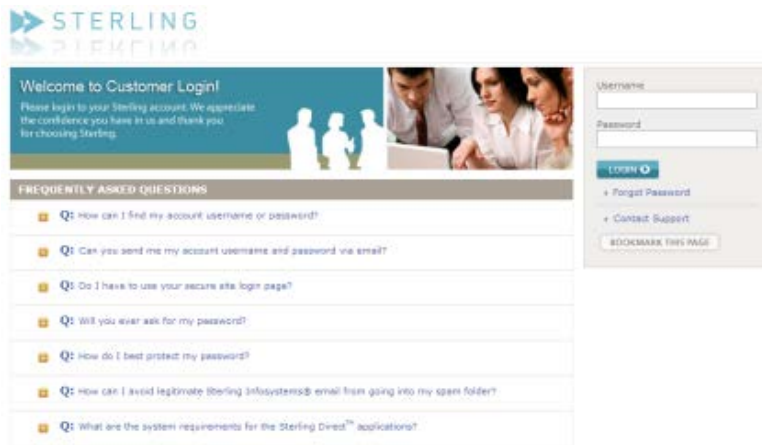
Your most recent selections can be seen on the right of the dashboard.
The search function can be used to locate a specific candidate record. The Pending queue will list all orders currently in process. The Completed queue will list all of the orders that are complete and available for your review.

By clicking on the Complete queue, a list of orders will populate. Each name is a hyperlink to the candidate record:

Background Checks: Complete

[View Summary] [View Detail]

	Name	Account	User	Type	Position	BillCode	Record Source	Ordered	Status	Due/Done ☑	Result
☐	Walters, Kieth Allen				Employee		Production	8/18/2014	**Complete**	8/20/2014	Clear

The candidate record provides all of the information that was entered on the order and links to the results below. View the results by clicking on View Summary or View Detail. These reports can be printed but are also available on our system indefinitely. The report will state Clear/Consider. Consider reports should be reviewed in detail by the user so that a final determination can be made.

Screening Order Editor Walters, Kieth Allen   [Edit Order Info] [Add Alias]

SSN		DOB		Driver Lic	-
Order#		Position		Result	**Clear**
Created	**8/18/2014**	BillCode		Status	**Complete**
Submitted	**8/18/2014**	Compliance	**CO**	Special Handling	
Last Order	**8/18/2014**	Salary	**Unable to provide salary**	Email Address	
Signed Release	[_____] Browse... [Upload (tiff and pdf only)]			Charge Type	**Invoice Account**

⊖ Attachments   [Action ▶]

Filename	Posted	Reference	User
		No Attachments.	

⊖ Custom Questions

Question	Answer
	No Custom Questions.

Order Notes   [Action ▶]
(no records to display)

🖨 <add search> [▼]

[View Summary] [View Detail]

Search	Notes	Ordered	Done/ETA ❓	Status	Result
SSN Trace 132-44-1885		8/18/2014 10:57 PM EST	8/18/2014	Complete	Complete
State Criminal Repository Walters, Kieth Allen CO-State of Colorado		8/18/2014 10:57 PM EST	8/19/2014	Complete	Clear

The full detail of the report can be reviewed by clicking the *View Detail* link.

The report will populate in a new window for your review:

Based on the information found on the report, the adjudication of the report should be performed based on the hiring policy of your organization. The adjudication choices are found in the upper right hand corner of the report.

Lifecycle of a Background Check

The many stages of the background check are shown on the Dashboard. The statuses displayed are unique to each view.

The typical flow of status that you will see on during this process is:

Open Invitation	Background Check Pending	Pending Review	Eligible / Ineligible
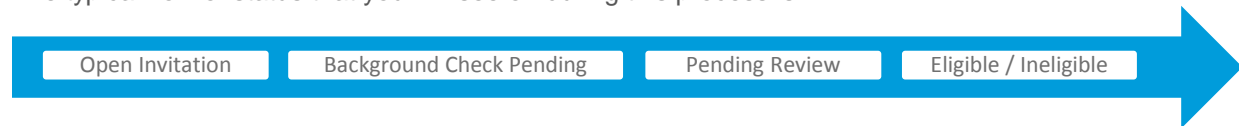
Open Invitation/Delivered
Once an invitation has been sent to the recipient, the order will remain in this status until he or she accesses the site via the email invitation and completes an order for a background check.

Background Check Pending
This status will be displayed after an order has been created and the background check is in process. The amount of time it remains in this status is directly related to the results and research required to return a completed report.

Pending Review/Complete
When the background check report is complete, you will receive an email. The individual will remain in this status until you have reviewed and/or rated their report.

Eligible / Ineligible
After receipt of the email, or at any time during the process, you can log in to the site and go to the Dashboard. View the completed results that are ready to be rated and rate the results as either Eligible or Ineligible.

The typical flow of status that you will see orders follow is:

Processing	Clear / Consider

Note: The only time you will see volunteers in this view is when a background check has been ordered and/or when the check is complete but has not yet been rated.