10. SSV/Background Screen

The following procedures shall be followed by all employees working with SSV/Background Screens.

A. Account Set up
B. Client Enrolment Process
C. ISTC Portal (SSV's)
D. ISTC Portal (BCG's)
E. Error BCG
F. BC Priors
G. International Searches
H. Residential Accounts
I. ICBM (Indicates Current Background Marker)
J. Online Scheduling Agreement Procedures
K. Screening Administrator Change

A. ACCOUNT SET UP – Phone Call

a. When receiving an inquiry about setting up a background screening account always verify if the customer is a client.

b. If the customer is not a client follow the New Client Registration Procedures first. If the customer is a client search their client id number in Primus. Confirm that the client is a member /or/ non member with "BCG" privileges only.

Note: Clients must make the 50.00 payment to setup a background account if they are not currently a member of our safety council. This payment must be made prior to enrollment process. This fee will allow them enrollment into ALL of the vendors.

c. Once the payment is made change the member subscriber type to member, non member, or BCG only client.

d. Contact the customer service team leader to change the Background Check Access option to "yes"

e. Send the following link to the client http://www.istc.net/multivendor/mv_tutorial.htm it provides brief details about ISTC's different background vendors

f. Explain to the company that they need to complete an Online Scheduling Agreement and an updated client information form. *Guide the client to the www.istc.net website.*

g. Encourage customer to contact the background department once they have received their online username and password. (If background dept is unavailable see steps below).

B. Client Enrollment Process

Clients that need to set up a new background account will be assisted in the following procedures if the background dept is not available.

a. Customers will log into the extranet (x-net) website. (www.istc.net)

b. The client will choose the keyboard icon labeled customer work center.

c. Clients will log into the website using there client id, username and password given in the online scheduling agreement.

Note: If the client receives a note "Invalid Client ID/Username/Password combination," have the client verify the information entered. The username/password must be exactly as it appears in the Primus system.

d. Click the blue login button directly under the password box.

e. Clients will scroll over the tab labeled XNET Admin.

f. Inside of the drop down box the client will select Client View.

g. Instruct the trainee to locate the section labeled "Background Check"

h. In the section the client will notice the vendors ISTC uses for background checks. If the client has not enrolled in any one of these vendors there should be a "NO" located directly underneath each individual name.

Note: Clients have the option to enroll in anyone or ALL of the vendors available.

j. The client will click on "Set up Background account". This option will turn from blue to red when the cursor is placed on it.

k. The vendors will appear. The client will click on the Enroll box under the vendor of their choice.

Note: Employees are not allowed to encourage a client in anyway towards a vendor. The selection should be based solely on the client's decision.

l. Clients should be directed to the background department if further assistance is needed.

C. ISTC Portal (SSV's)

All monitoring of the social security verifications is done through the ISTC BC Portal. Click "Current Status". Social security numbers will come back as either **rejected** or **review.** In the columns labeled **A** (Attempt) and **C** (Complete) it **MUST** have the abbreviations **YY** prior to verifying, approving, or rejecting the social. All social security numbers that have been **'Overridden**" will then appear in Purple.

Provisional or Social Security Numbers:

a. Log into the Social Security Administration website (www.ssa.gov/bso/bsowelcome.htm) or call them if the system is down to verify the social security number. The following information will be needed for the call to the SSA.

SSA Phone number is 1-800-772-6270 **EIN number is 76-0443870**

b. After logging in click on the box labeled Business Services Online.
c. Enter the user id and password for ISTC and click log in.
d. Click on Social Security Verification Service
e. Select Online SSN Verification
f. Located at the bottom of the terms of use page click the I accept icon.
g. Enter the Employer's EIN #.
h. Enter the trainee information one at a time.

- Social Security Number
- First Name
- Middle Name
- Last Name
- Suffix if any
- Date of Birth (mm/dd/yyyy)
- Gender

i. Click on the Submit tab located at the bottom of the screen.
j. One of the 2 following results will be returned;

1. If the trainee information verifies:

a. Click on the  glass icon in the portal next the social security number that was just verified.
b. In the notes section of the profile click on the edit tab. Type the following notation:
"SSN verified via the SSA, ISTC's employee initials, and the date of verification"
c. Click the edit button to save the note.
d. Click the APPROVE tab at the bottom of the page.

OR

2. If the Social Security office reports a failed result follow these procedures

a. Log into www.istc.net website to review the report.
b. Click on customer work-center.
c. Under the login locate and click the "***Click here to view the results of completed background investigations".***
d. When the multi vendor screen appears click on the login under First Advantage.
e. Enter the login information. And click "I Agree"
f. Once logged in click on reports located at the top of the screen.
g. Under the Action column click into the box next to the individual's name.
h. Click on the Download at the bottom of the page.
i. On the report and the individual that checked in should match the information on the report.
j. Log into Primus and determine which location the trainee is at.

If the trainee is at our Nederland office:

a. Pull the trainee out of class and have them verify the information that was provided.
b. If a trainee provides new information verification must be repeated complete steps "a-i" from above again.
c. If the information provided still does not verify pull the trainee out of class and give them a copy of the Adverse Action Letter.

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d. Explain to the trainee that he/she will have to go to the social security office and bring back a letter stating that the social provided is their social. ***This must be done before they are able to train again at any of our facilities.***

<u>If the trainee is at our Baytown office:</u>

Pull the trainee out of class and perform the following steps.

a. Log into Primus and locate the trainee in trainee search.
b. Click Edit and type the following note inside of the trainee profile:
SSN rejected via the SSA, the employee initials, and the date of verification"
q. Underneath status click inside of the inactive circle.
r. Click edit to save the notation and the status change.
s. Fail test the current program they are in and no show the remainder. If they have completed any programs then those programs should be fail test as well.

When a student goes to the social security office it usually takes 24-48 hours for the social security office to update their information. If the trainee returns and the information still does not verify the trainee will have to go back to the social security office.

a. Obtain the document from the student that was issued by SSA. Make a copy and give to the student.
b. Verify validity of the document by calling the SSA 1-800-772-6270 or log on to www.ssa.gov/bso/bsowelcome/htm.
c. You will notify Customer Service once the information has been verified and approved so that the contract company may re-schedule the student.
d. Add an additional note in the students' history indicating approval and the method used for approval ***– DO NOT remove any previous notes in students' history.***

<u>D.</u> <u>MONITORING BACKGROUND SCREENS</u>

In the ISTC portal background checks that require verification will show rejected or provisional in the results column. The process for monitoring the scheduled background screens will be quite similar to the monitoring of social security numbers, since the only thing that ISTC is concerned with is the students' social security number being correct. These will be verified exactly like Social Security instructions from above. All monitoring of background screens is done through the ISTC BC Portal. Click on 'Current Status' and use the following procedures:

Observe the **<u>A</u>** (Attempt) and **<u>C</u>** (Complete) columns of the portal. The column must read **<u>"YY"</u>** before any verification is done with the social security office and or any changes to the status to rejected or approved.

<u>Never override a background check (BCG) that is in review in the portal. Prior backgrounds (BCPRIORS) should be the ONLY background searches approved this way.</u>

<u>E.</u> <u>Error BCG</u>

When a BCG is in error never override or approve the background while it is in error. Make the necessary corrections then resend.

a. If a BCG is blue in the portal and the results column says error click on the  glass.
b. Read the error message located at the bottom of the screen.
c. If an incorrect driver's license was entered always call or email the company to confirm the number.
d. Click the edit located next the driver's license and correct the information.
e. Click into the small box located next the resend tab.
f. Click the resend the tab.
g. If the error log says invalid social security number and the SSA confirms that it is a valid social **<u>DO NOT OVVERIDE</u>** the error.
h. Contact First Advantage and have them push the error through.
i. When the error comes back it should show a rejected or provisional status.

j. Click on the glass icon in the portal next the social security number that was just verified.
k. In the notes section of the profile click on the edit tab. Type the following notation,
"SSN verified via the SSA, the employee initials, and the date of verification."
l. Click the edit button to save the note.
m. Click on the Approve tab at the bottom of the page to override.
Note: Lexis Nexis backgrounds left in review for longer than 30 minutes contact Lexis Nexis to verify why the background's social security verification is pending. DO NOT OVERIDE the social security verification prior to Lexis Nexis sending the results back as rejected or provisional.

F. BCPRIORS

Background priors can only be processed if the original background was ordered through the same vendor the prior is being ordered through. All BCPRIORS are approved with the exception to those ran on ***California*** residents. If a BCPRIOR is ran contact the company and explain to them that they must run a complete background on the individual.

G. International Searches

International searches can only be processed through First Advantage. The use of international searches can only be approved by the site. A background check waiver will be required in order to schedule training if an international screen is authorized by the site. If the trainee has only international identification, they will need an ID waiver. Training authorizations will not be received by ISTC from First Advantage. International screens cannot be graded. It is the **employer's responsibility** to review the results of the screen and report those to the site.

H. Residential Accounts

Residential accounts can only be processed through First Advantage.
If a BCG stays in review for a while and the **A/C** status says **YY** normally the company is a residential account. **Never override a background check (BCG) that is in review in the portal**.

a. Confirm what company ordered the background check in the portal by clicking the glass.
b. Log into Primus
c. Select client, client search,
d. Enter the client id number and click Search
e. Select the glass then client menu in the top right corner of the page.
f. In the drop down box select the Client password option.
g. In the Background Information column the Background Access should be "N" and
Under the section labeled First Advantage you should see a notation in the BC Note that states "Residential Account"

If the verification proves that the company is a residential account follow the procedures below:

a. Contact the company and let them know that their account was only authorized to be active for 30 days with First Advantage. After the 30 days they needed to contact ISTC to reactivate their account.
b. Ask the client how many screens they will need to order in the 30 day time period.
c. Contact First Advantage and inform them that the client needs to order more screens
Note: In the email First advantage will need to know the company name, the amount of screens, and the account number.
Note: The account number is the HCID # above the BC notation field from step g.
d. First Advantage will reply back when the company has been reactivated for an additional 30 days.
e. To give the client access to order screens follow step b-f.
f. Click the Edit in the top right hand corner of the screen.
g. Change the Background Access to a Y and in the notation field put the date of reactivation.
h. Click the Edit to save.

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i. Put a reminder on the calendar, (30 days from the date of activation) to turn the access off.
j. Contact the company and inform them that they have the access to order the amount screens requested for 30 days.

If the company is not a residential account they may have changed their credentials follow the procedures below.

a. Contact First Advantage to see if the information has changed in their system causing it to not process on our end.
b. First advantage will update the information in their system and send a new credential number.
c. Complete steps b-f from above.
d. Click the Edit in the top right hand corner of the screen.
e. Copy the old Credential number
f. Change the Credential number to the new number.
g. In the BC note field paste the old credential.
h. Click Edit to save.

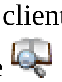
I. <u>ICBM (Indicates Current Background Marker)</u>

This is used when a client may have run a background and a different client orders a new background but the original background is still current.

a. Locate the trainee in the portal
❖ Click on BC Search Single(if the full social is provided)
❖ Click on BC Search Multi(if half of the social is provided)
b. Select the search type either SSN for social or SID for confirmation BCG search number.
c. Click the Ok
d. Locate the background that the client is requesting to use by clicking on the  under the "View column" next to the date of the chosen BCG.
e. Click into the box located next to the ICBM tab.
f. Click on the ICBM tab
g. The system will then update that background to be used as the most current background.
h. To confirm the process log into Primus
i. Select trainee then trainee search
j. Search the trainee. Inside of the trainee profile click on Background History.
k. There should be a check next to the most current background used underneath the ICBM column.

J. <u>Online Scheduling Agreement Procedures</u>

New and existing clients should be encouraged to enroll in online scheduling. Clients will be directed to the www.istc.net website to complete the ***Online Scheduling Agreement*** located inside of the ***Forms and Applications*** link. Once the request has been submitted the customer service representative will receive an email notification. These procedures should be followed when a client has submitted a request.

a. Locate and print the email request submitted.
b. Log into Primus
c. Select Client and client search.
d. Enter the client id number and click search
e. Select the  .
f. Select Menu in the top right corner and inside the drop down box click on "View Client Users".
g. If the column is empty proceed to step h but if the client already has a current user then send them the Online Request Advice doc. email.
h. Select Menu in the top right corner and inside the drop down box click on "Client Password"
i. In the top right corner select "Edit".
j. In the first column locate the password section.

k. Click on the [Gen] beside this section (this will generate a password for the client)

Note: Avoid using passwords with the letters i and l or o and the number 0, these are very difficult to identify.

l. Write the password generated for the client on the printed form.

m. Change the scheduling access from an N to the letter Y.

n. Click on the Edit Client Password tab at the top of the screen

o. Click on the View Client at the top of the page and select the Client Menu again.

p. Inside the Client Menu drop down box select the "View Client User"

Note: If the client already has a current admin user DO NOT add the request. Send the current admin user the Online Request Advice doc. email.

q. Click on the 

r. Enter the requested information. The client's user name is ***ALWAYS*** defaulted as the word "admin".

s. Click the ADD User at the bottom of the page to save the information.

t. Sign your initials on the printed form verifying who entered the information.

u. Send the client their username and password using the Online Scheduling Email doc. to the email address provided on the form.

Note: Always attach the Online Scheduling tutorial and a Pre registration form for both locations in the email.

v. All paperwork is submitted to Accounting once the request is processed. Baytown employees will submit any new client forms in an email to accounting accounting@istc.net along with their daily deposit paperwork.

K. <u>Screening Administrator Change</u>

When a client requests to have an individual removed or changed from their background account the following details should be presented in a letter of request to the background department. **Contacts in Primus should never be updated by any department prior to receiving this information.**

Note: This letter must be on <u>A COMPANY LETTERHEAD</u>

- ❖ The clients background account number
- ❖ The individuals name who should be removed
- ❖ The individual who will be the new contact and that individual's title, phone, and email contact information.
- ❖ The letter must be signed by the President, Vice President, or the individual who originally opened the account.

Once the letter is received the background department will update Primus and forward the information to the vendor. The background department will contact the new Screening Administrator and notify them of the change.

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