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 three 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 supervisor /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.* (s***ee "Online Scheduling Agreement Procedures for more details)***

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. On the profile page the client will see different sections very similar to the client page of Primus.

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

i. In the section the client will notice the three 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 three 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.