

### **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 **Δ** (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](http://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](http://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.
- 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.***

**If the trainee is at our Baytown office:**

**Call and talk to the team leader. The team leader is responsible for pulling the trainee out of class and following the steps above.**

- 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](http://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.***

**D. MONITORING BACKGROUND SCREENS**

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

**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.**

**E. Error BCG**

**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 **DO NOT OVERRIDE** 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 OVERRIDE** 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.

## **I. ICBM (Indicates Current Background Marker)**

**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.