

HireSafe Quick Guide

FIRST TIME LOGGING IN? No problem! Follow the steps below:

1. Login to the HireSafe website: <https://hire-safe.instascreen.net>; using the username and temporary password sent to you via email.
 - a. Make sure to enter your **username** in **ALL CAPS**, and your **password** as **CASE SENSITIVE**.

A screenshot of the HireSafe login form. It includes fields for "Username:" and "Password:", each with a "Forgot" link. A "Login" button is at the bottom, with a black arrow pointing to it from the right.

NOTICE: The use of this system is restricted. Only authorized users may access this system. All Access to this system is logged and regularly monitored for computer security purposes. Any unauthorized access to this system is prohibited and is subject to criminal and civil penalties under Federal Laws including, but not limited to, the Computer Fraud and Abuse Act and the National Information Infrastructure Protection Act.

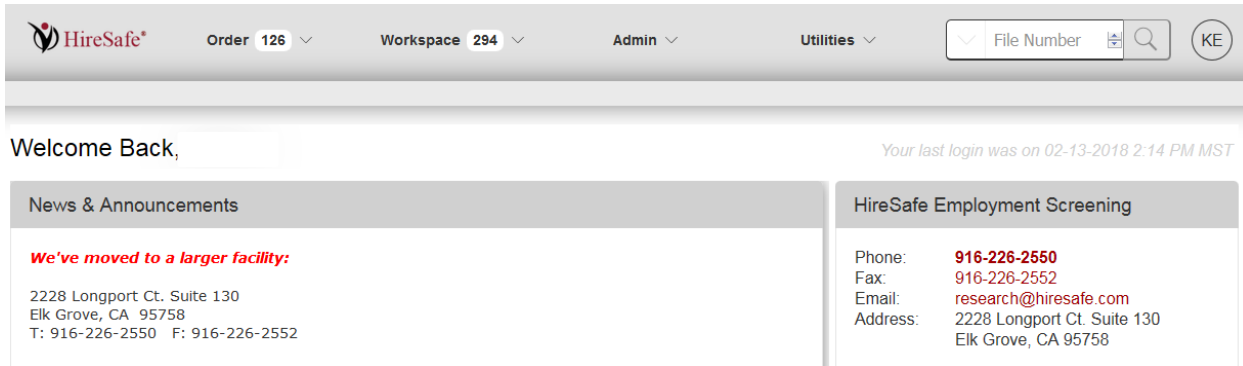
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2. Password Reset: Enter your current password (temporary password provided) and a new password then click "Continue."
 - a. Note: Your temporary password is only valid for 90 days.

A screenshot of the "Password Reset" form. It features a message box stating "Your current password needs to be reset. Please enter it and a new one that meets the criteria listed below." Below this are three input fields: "Current Password:", "New Password:", and "Re-enter Password:", each with a black arrow pointing to it from the right. To the right of the fields is a list of criteria: "Minimum 8 characters", "Contain at least one letter", "Contain at least one digit", and "Passwords must match". At the bottom, there is a "Cancel" button on the left and a "Continue" button on the right, with a black arrow pointing to it from the left.

3. Accept the **Terms of Use** by clicking the accept button.
4. The InstaScreen opens to the **HOME** page.
 - a. Home Page:
 - i. You can create a new order
 - ii. You can check on pending orders
 - iii. You can resend the email invitation to the applicant

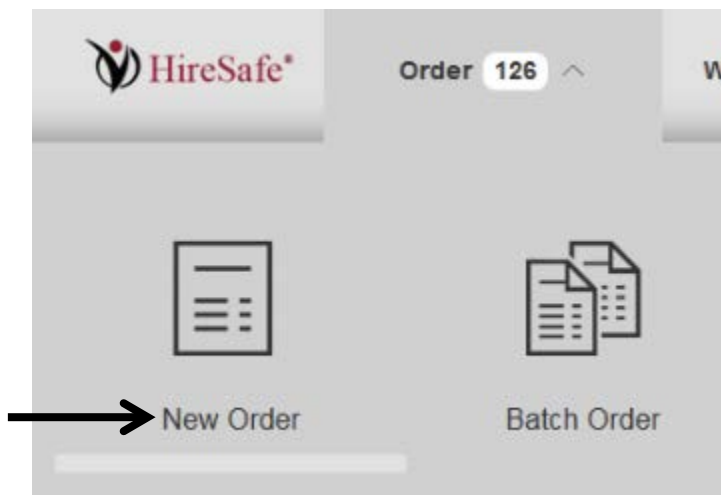


NEED TO PLACE AN ORDER? Follow the steps below:

1. To place an order: click on the down arrow next to **ORDER** on the top toolbar.



2. Select **NEW ORDER**.




3. Order products by selecting your package
 - a. If you have more than one package, select only one from the list provided.

Select Product for Order

General Product Overview:

1. The package default pricing includes a specific number of court record searches.
2. Additional court criminal record searches may be performed only if requested or by prior arrangement.
3. A confirmation county court search is required by the FCRA for any matching Name/DOB record(s) found in the Multi-State Criminal Database Record Search and/or the National Sex Offender Registry Search and may be subject to additional court search fees.
4. The searches that are pre-checked in the gray boxes are included within that package.
5. Optional searches may be available by indicating with a check mark in the appropriate box at an additional fee.

Proper due-diligence requires that all names of record and/or counties of residence for the previous seven years be searched for criminal records to establish solid litigation support. I understand that a criminal record search that does not include all names and counties of record from the previous seven years will not produce a complete background report on an individual.

 **BASIC NATIONAL PROFILE**
\$39 core price includes: County Criminal Court Search (2x); Multi-State Criminal Database Search; SSN Validation; Identify Alias Names; Address History; National Sex Offender Search

4. Under the “Select Searches for Order” screen –
 - a. Searches already marked with a gray checkmark are included in the package chosen.
 - b. If you want to add more searches, check the box next to the product.
 - i. Note: Additional costs will apply to all searches not included in the package.

Select Searches for Order

ADEMO-HS

Credit

Bankruptcy, Liens & Judgments Report

Identity Development

Person Search

SSN Trace Report

Investigative

County Criminal Records Search

Federal District Criminal Records Search

International Criminal Records Search

Multi-State Criminal Database Record Search

National Sex Offender Records Search

Global Security Watch List

Terrorist Watch Lists/Prohibited Parties/Denied Persons/OFAC

Included (arrow pointing to SSN Trace Report)

Not Included (arrow pointing to County Criminal Records Search)

5. Click on the green **QuickApp** button at the bottom right hand corner.



6. Certification: The terms of use (Certification) will display. Scroll down and click on “Accept Terms.”

Certification

Please review the following and acknowledge acceptance of the terms.

I understand that any imposed fee's from county courts, state MVR's, previous employers or educational facilities are not included in the core price of any report. Prior to a screening request, I agree to adhere to the following Fair Credit Reporting Act (FCRA) requirements:

1. That the Consumer Report/Investigative Consumer Report is for employment suitability purposes in accordance with 15 U.S. Code § 1681b, and that the information from the report will not be used in violation of any applicable Federal or State equal employment opportunity law or regulation.

2. That the applicant has received a clear, conspicuous and compliant Release Authorization disclosure form with their signed consent before the report is procured or caused to be procured. This document consists of the disclosure form, including their Federal, and if necessary required State rights. If the optional paper-based Release Authorization format is preferred, this document must be uploaded into the online screening request to facilitate its' completion. Reports will not be completed without the required signed consent form attached. The electronic QuickApp format completes this process with no need for additional forms to be completed, uploaded or stored.

3. Applicants that reside in CA, OK or MN are entitled to a free copy of their report provided by you if it is requested.

4. That prior to a final adverse hiring decision, the applicant has been provided with the "**Pre-Adverse Action – Full Disclosure**" letter, including the report and their Federal rights. The applicant is entitled to a minimum of five (5) business days from the date of confirmed notification of the Pre-Adverse Action notification in order to question the accuracy of the findings of the report.

7. On the QuickApp Order screen you will want to enter all required fields.

QuickApp™ Order

Reference:

Applicant

* Last Name * First Name

* To Applicant's E-mail Address * From Sender's E-mail Address

Order Notes:

Cancel Send & Next Send

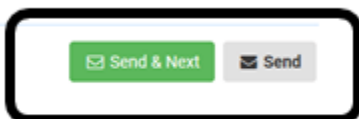
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The screenshot shows a web form titled "QuickApp™ Order". It has several input fields: "Reference:" (optional), "Applicant" section with "* Last Name" and "* First Name" (both required), "* To Applicant's E-mail Address" (required), and "* From Sender's E-mail Address" (pre-filled with "research@hiresafe.com"). There is also a "Order Notes:" field. At the bottom, there are "Cancel", "Send & Next", and "Send" buttons. A copyright notice "© 2001-2018 - This Software Copyrighted - All Rights Reserved." is at the very bottom.

- a. Reference Field (optional)
- b. Applicant's Last Name (required)
- c. Applicant's First Name (required)
- d. Applicant's Email Address (required)
- e. Your Email Address (automatically filled in)
- f. Order Notes (optional)

8. Select **SEND** –or– **SEND & NEXT**.

- a. **SEND**: Use if you only have one applicant.
- b. **SEND & NEXT**: Use if you have more than one applicant.

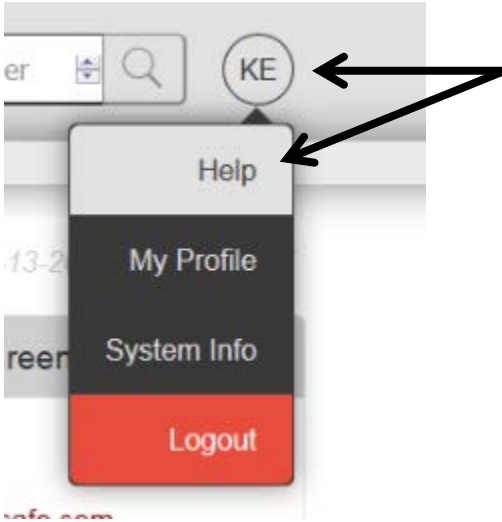


9. Once you click on send the applicant will be sent an email invitation from you to complete the questionnaire.

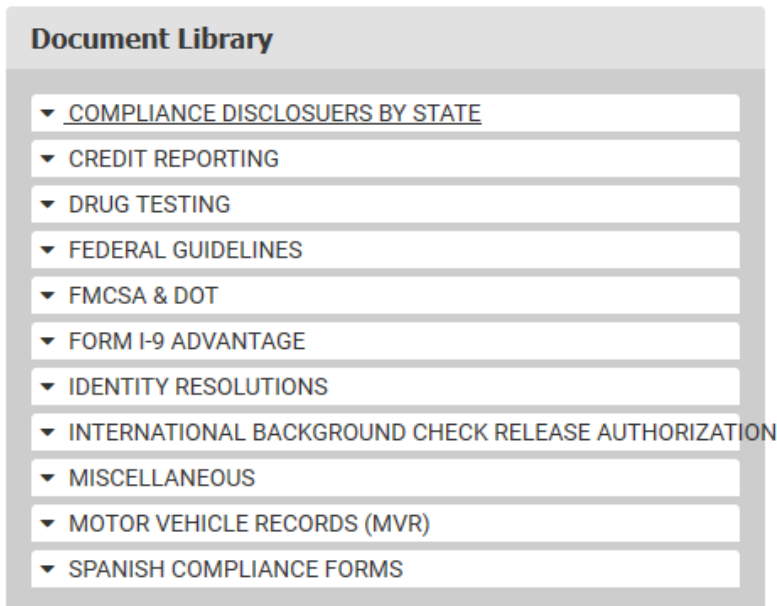
10. Once the questionnaire has been completed, you will be notified and processing the report will begin.

NEED A SPECIFIC FORM? Check out our Document Library!

1. Click on your initials then select "Help."



2. You can view and/or print each document listed.



HAVE ADDITIONAL QUESTIONS?

CLIENT SUPPORT AND ASSISTANCE

Our Client Support Representatives are available Monday-Friday 8:30am - 5:30pm PST
by calling: 888-792-4473 -or- by emailing: research@hiresafe.com

BACKGROUND SCREENING COMPLIANCE CHECKLIST

Get It Right, Each & Every Time!

Employment Background Screening requires that the applicant sign a compliant Release Authorization form prior to running the report. The QuickApp does this electronically, however the manual format requires the uploading of the compliant authorization form to the online order.

If employment is denied as a result of a background check, there is a required three-step process to follow under the federal Fair Credit Reporting Act (FCRA). It starts prior to making a not-to-hire decision and is the only way to protect the candidates' (and your) rights.

- Pre-Adverse Action Notification (sent prior to making a final decision)
- Individual Applicant Assessment (in an internal document)
- Final Adverse Action-Employment Denial or Rescinding the Job Offer

The candidate must receive a copy of their background check report and their federal rights so that they are able to address any inaccuracies. **These notifications are not optional!**

Pre-Adverse Action DO's:

- ✓ Include a copy of the background report, the FCRA required "Summary of Rights" and state notices with your Pre-Adverse Action Notification. Included is the Consumer Reporting Agency (HireSafe) contact information so the candidate can dispute the reported information. With the QuickApp this first letter is automatically sent by HireSafe to the applicants' supplied email address.
- ✓ Give the candidate adequate time to respond and dispute. Wait a reasonable amount of time (at least 5 business days) from the date that the Pre-Adverse Action notification was viewed by the applicant before making a final decision.
- ✓ Consider keeping the job open or making a conditional offer while any disputed re-investigation is pending.

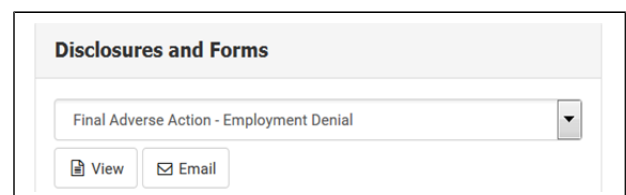
Individual Assessment DO's:

- ✓ Recommended by the EEOC (and now required in CA) to prevent discriminatory hiring practices. It allows a candidate to explain why a criminal record shouldn't disqualify them for the job they seek.
- ✓ Take into consideration the nature of the crime committed; how long ago it occurred; positive steps taken towards rehabilitation; how a particular crime could render the candidate as an unacceptable level of risk.
- ✓ Take into consideration locations with "Ban the Box" laws that require a reason for an adverse hiring decision.

Final Adverse Action DO's:

- ✓ If the candidate will not be hired, send either the Final Adverse Action-Employment Denial or the Final Adverse Action-Rescinding Job Offer notification. These email letters are provided by HireSafe, however it is the clients' responsibility to send them to the applicant through the HireSafe online platform found in the Report Results page; Disclosures & Forms menu box.

The HireSafe platform makes it as simple as a mouse-click to maintain compliance. The emails are documented in the report as an audit log. No need for trips to the post office to send registered mail letters.



The screenshot shows a web interface titled "Disclosures and Forms". Below the title is a dropdown menu with the text "Final Adverse Action - Employment Denial" and a downward arrow. Underneath the dropdown are two buttons: "View" with a magnifying glass icon and "Email" with an envelope icon.

Here are the DO NOT's:

- ✗ Procure a background screening report without a signed authorization on a compliant Release Authorization form.
- ✗ Make a final decision on a candidate before the Pre-Adverse Action notice has been viewed by the applicant.
- ✗ Rely on verbal, undocumented Adverse Action steps.
- ✗ Deny a chance to challenge the report accuracy or skipping the Individual Assessment before making a final hiring decision.



FOR MORE INFORMATION ON ADVERSE ACTION OR OTHER COMPLIANCE BEST PRACTICES, PLEASE CONTACT US AT: 888-792-4472 -or- research@hiresafe.com