# Quick Start Web Entry Guide

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# Introduction

Welcome to **True Hire** Web Entry Background Check System. You will find that this program is very user-friendly and allows you enter Background Checks with ease. You can manage your account all from the web. You are able to enter new requests, edit prior requests, see your archived requests and print out older reports, your invoicing and management reports are available right online as well.
Please feel free to call True Hire anytime for a tour of the system. If you have new users that are using the system, you can schedule a tour with True Hire to get the new user familiar quickly with the system.

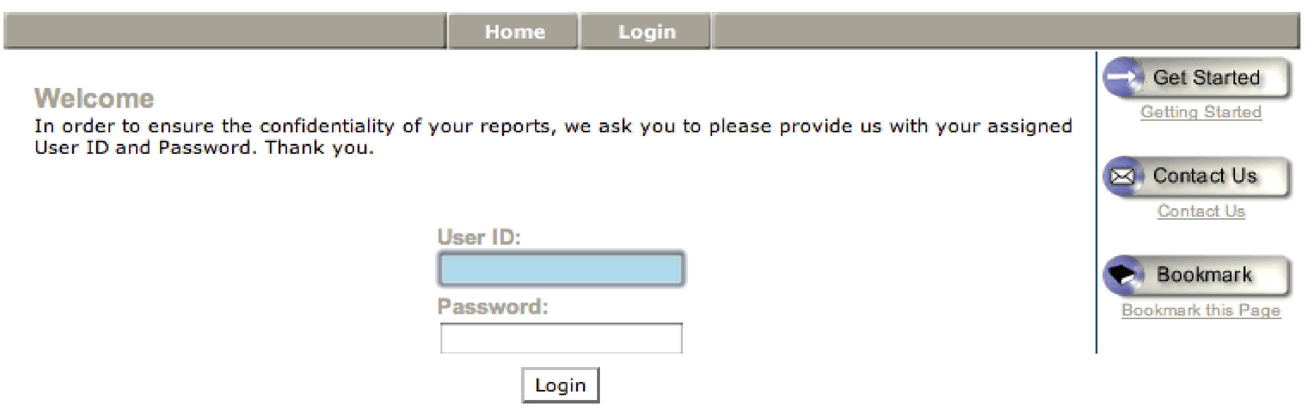
# Working with the Web System

Once True Hire has your account set up, your client services representative will call you for a tour of the Web Entry System. We will start with the front page login information.

## Logging In

A User ID and password will be set up for your company when your account is established. This can be a user ID and password that you request.

1. Go to www.true-hire.com.
2. Click on Client Login on the upper-right side.
3. Enter your User ID.
4. Enter your password.
5. Click Login.



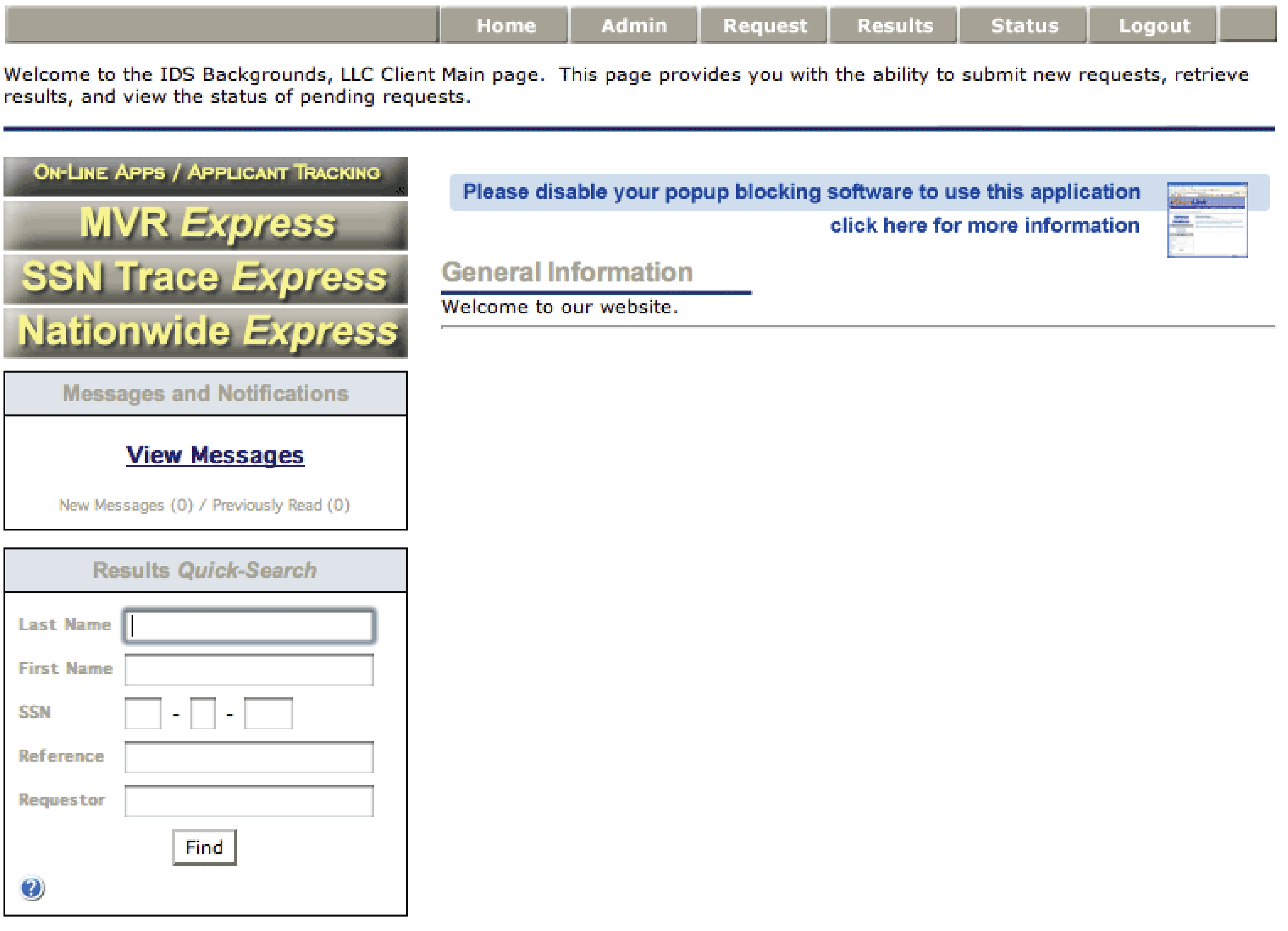

On this screen you also see:

*Getting Started*- this is an automated sign-up for our services. If your sales representative has taken care of this for you, you do not need to click on this link.
*Contact Us*- this is an e-client contact form that you can fill out to get in touch with True Hire.
*Bookmark*- this is a link to bookmark this page for you.

Once you login, you may need to disable you pop-up block information. The system will walk you through this process.

# The Web Entry System for Background Checks

Here is where you can view messages and notifications.
There is a look up feature- *Results Quick-Search* where you can enter any of the listed areas to initiate a search: Last name, or First name, or SSN, or Reference, or Requestor.  Then click Find.

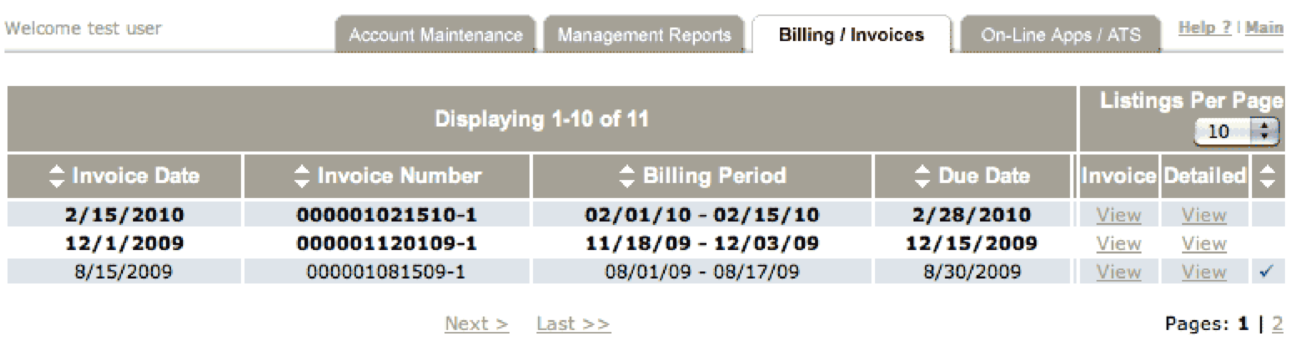



At the top of the page there are links to:

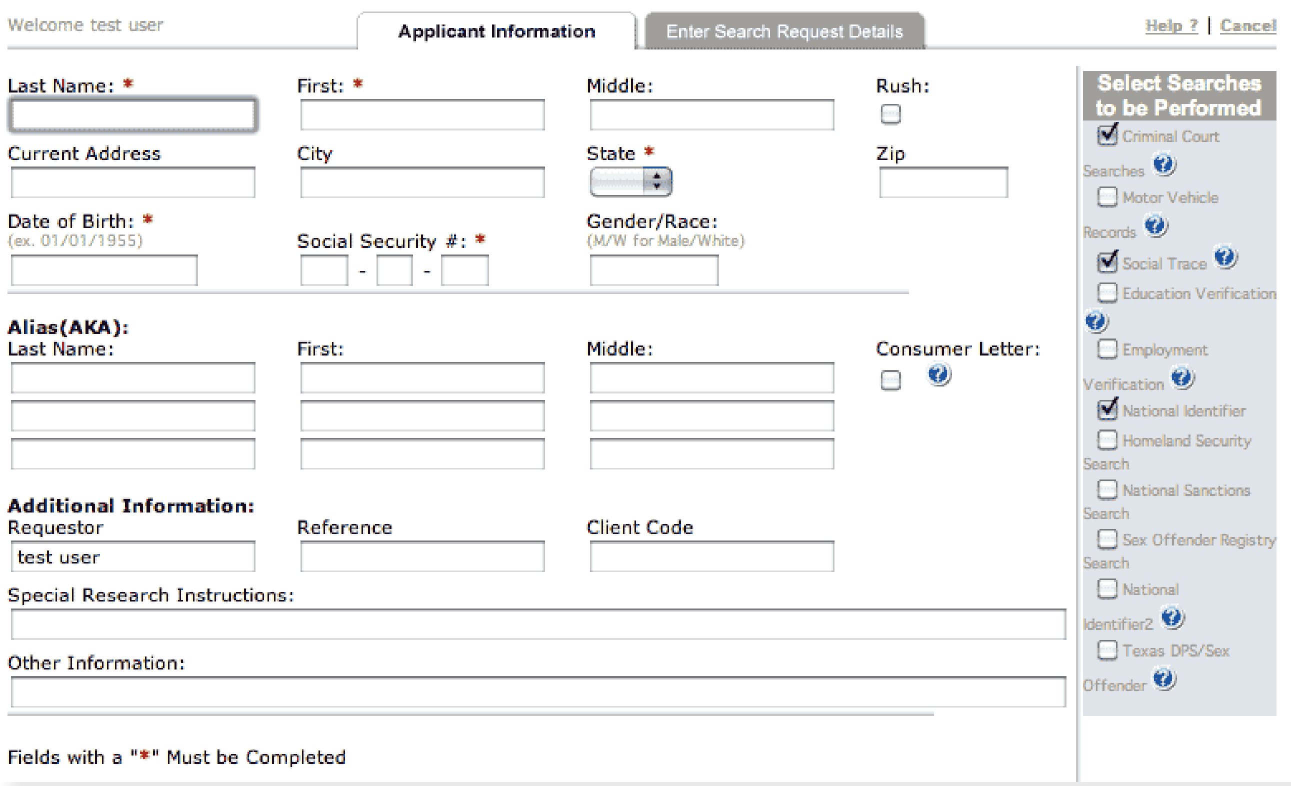
- *HOME*- This takes you back to the True Hire Home Web Page (you will have to login again)
- *ADMIN*- This is where you can find Administrative Items. See below.
- *REQUEST*- Covered on page 4
- *RESULTS*- Covered on page 8
- *STATUS*- Covered on page 9
- *LOGOUT*- Covered on page10

Click on the Admin link. On the following page, you can see there are three tabs across the top:

- *Account Maintenance*- You can create a new web Login here.
- *Managements Reports*- here is where you can pick up end of month reports.
- *Billing/ Invoices*- this keeps track of your invoicing.  It will archive all of your bills, so at anytime you can go back into prior bills or print out your current bill.  True Hire will notify you via email when a new bill posts for you. There are two columns to view: The *Invoice* view will show you the 1st page and summary of the invoice. The *Detailed* column view will detail all of the Background Check Charges that are on the invoice.




# Entering Background Check Requests




Click on the REQUEST link at the top. This screen is where you enter applicant information.
Fill out the Last Name, First, Middle. Click Rush if you need this report back ASAP, and True Hire will rush the request for you.

1. Enter the applicant's current address, City, State and Zip.
2. Enter the Date of Birth, Social Security Number, Gender/Race (if known).

   The information with red asterisks is required for the background check to be processed.
   You can enter up to three Alias (AKA) names that the applicant has previously had, i.e. maiden name, previously married name, etc. If the applicant has more than three AKA's, you can call customer service for help or enter a new applicant using the alias name.

3.  Additional Information: The system automatically posts your Requestor Name.  You may enter a reference number for your accounting/tracking.  You may also put in a client code which would be for your tracking purposes as well.

4.  Special research Instructions: This is an area where you can fill out any information that you would like us to have in order to process this background check. For instance you can write here that the applicant disclosed a criminal record, or the education information will be under the maiden name, etc.

5.  Other Information:  This is an area where you can put anything else you may want us to know about this Background Check Request.

On the Right hand side of the screen there is a box with all the available searches that True Hire normally offers.  Once your account is set up, the system will automatically check the box of the searches your company does on a regular basis.  Your search types are defaulted for your ease of ordering.   If you want to change the reports on a particular request, you can click the different check boxes and order additional reports.  Your company may also have specific packages set up.  These packages will show up prior to this screen for you to select.

There are blue question marks throughout that offer an explanation of the field where they reside.
There is a Help & Cancel link at the top right of the page.  You can cancel the request during processing or click help.

Click Continue at the bottom. The next screen details the requests that you have selected for the particular applicant.

Below lists a sampling of many of our services and what information is required to enter.

## Criminal Court Searches

ADD/EDIT JURISDICTIONS- this is a listing of the search type (Felony, Misdemeanor, Federal), the State and the County.  Once you select the search type, the State and the County listing will default to that particular state.

ZIP CODE LOOK UP- You can enter a zip code in this box and click Assign the County- it will automatically select the state and county for you.  If you click Assign the Federal District it does just that.  You can enter as many previous areas that they have lived as needed.

COUNTY LOOK UP- You can click here to look up a particular county if you do not have a zip code, you can enter the city and state and the system will give you the county. Once the county is looked up, the next screen lists the county and you can check boxes for County, Federal searches and for associated counties. Associated Counties are counties that fall in the particular zip code you entered, however not the county with the greatest population of the zip code. You can then select Order and the system will order the searches you selected.
You can remove any searches at any time by selecting the Remove button.

Please Save after each Individual Entry of the searches below by selecting the [ + Save Keyed Information and Add to Order ] Button. Once you click the button your information is saved.

## Motor Vehicle Records

Enter the Drivers License Number and State issued.
Click the [ + Save Keyed Information and Add to Order ] Button.

## Social Security Trace

True Hire will take care of this for you- you do not need to enter additional information.

## Education Verification

Enter the Institution Name, Campus Location, Attendance Dates, Degree/Diploma Received, Date Received, Accomplishments, Email address (if you have an email address for the institution), Major, Grades/ GPA, Credits, Name while attending (if different), and Accomplishments.
Click the [ + Save Keyed Information and Add to Order ] Button
The information with red asterisks is required.

You can click on the College Lookup Button. You can look up the school by Name or Location. Click Look up Colleges, and it will give you the college(s) closest to your entered name, or if by state, it will list all the schools in your state. You can then hit the Order button for quick entry. The information about the school is automatically imported for you.

You can edit or remove the college information at any time. You can also add as many institutions as you would like by clicking on the +add button.

## Employment Verification

Enter The Company Name, Location (City/State), Supervisor, Starting Title, Starting Pay, Starting Duties, Reason for Leaving, Employer's email address (if known), Phone, Fax, Supervisor Title, Ending Title, Ending Pay, Ending Duties, and Employer's Website.

Click the [ + Save Keyed Information and Add to Order ] Button
The information with red asterisks is required.

Note: If you do not want us to contact the applicant's CURRENT employer, please do not include that employer

GOOGLE- There is a Google link that will automatically look up the business that you just entered if you do not have a telephone number or address info – you can view it right here!

You can edit or remove the employer information at any time. You can also add as many employers as you would like by clicking on the +add button.

# Other Search Types

The Below Search Types do not need any additional information listed by you. True Hire will take care of everything.

- National Identifier
- Sex Offender Registry
- Homeland Security
- Credit Report
- Oig
- National Sanctions
- Workers Compensation

True Hire may also customize a search type for you not listed above.

ORDER AUTHORIZATION AND SUBMISSION
“I certify that I have authorization from the individual listed above and that I am in compliance with all applicable laws pertaining to an ‘Investigative Consumer Report’ as defined in the Fair Credit Reporting Act (FCRA) as amended.”
Click Agree and Submit Order, If you do not agree for any reason, cancel your order.

<u>ATTENTION</u>: Please Click the “Agree and Submit Order” Button Above Only Once ... Multiple Clicks may Result in Duplicate Orders ... An Order May Take 1 to 2 Minutes to Process. If you question whether your report got to us, please give us a call.

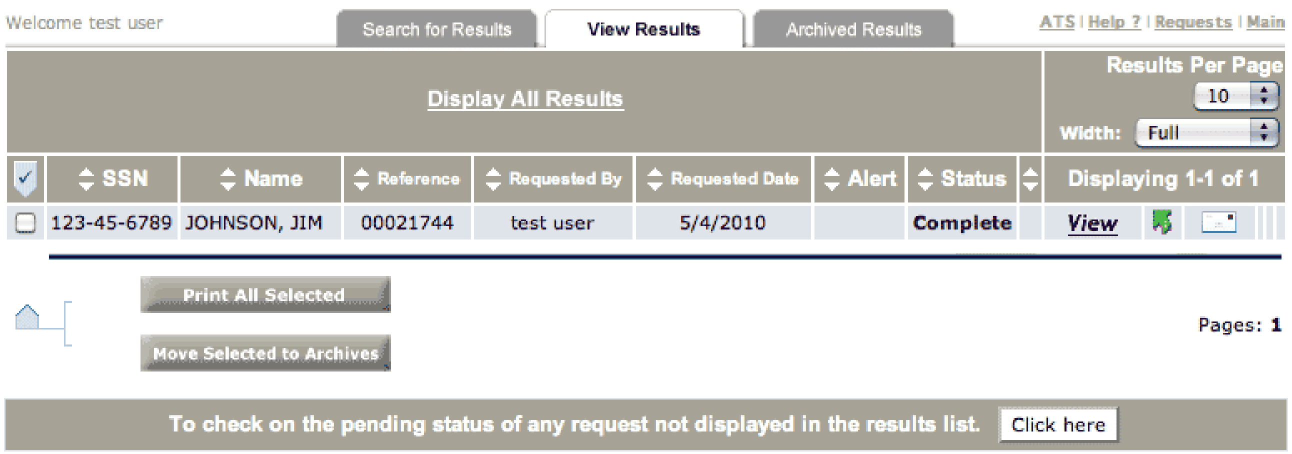
After clicking Submit Order:


You can select “Click Here to Enter Another Request”, or select one of the navigation buttons to go elsewhere.

# Viewing Results

RESULTS

There are 3 tabs at the top of the page: Search For Results, View Results, and Archived Results.




## View Results

This tab will list all of the results that are ready. It lists the SSN, Name, Reference, Requested By, Requested Date, Alert, Status, and View. There is an envelope at the end of each line that you can email your Account Manager with a question, or check status, etc.

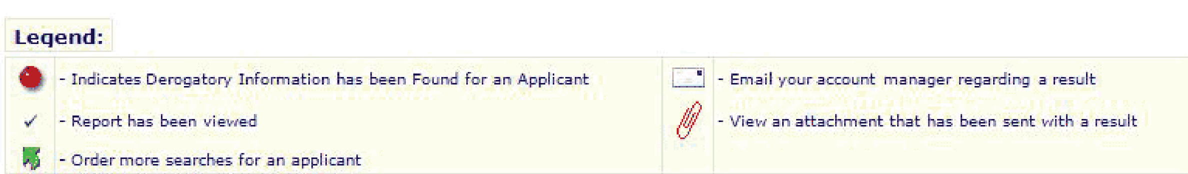
You can display all results, or you can sort. You can choose how many results per page to display and the width full or minimized.

You can select the check box in front of the names you would like to be printed or archive. These boxes are at the end of the page. You can Print the results selected and you can archive them once you have viewed/ and or printed them.

Click View to look at the results.

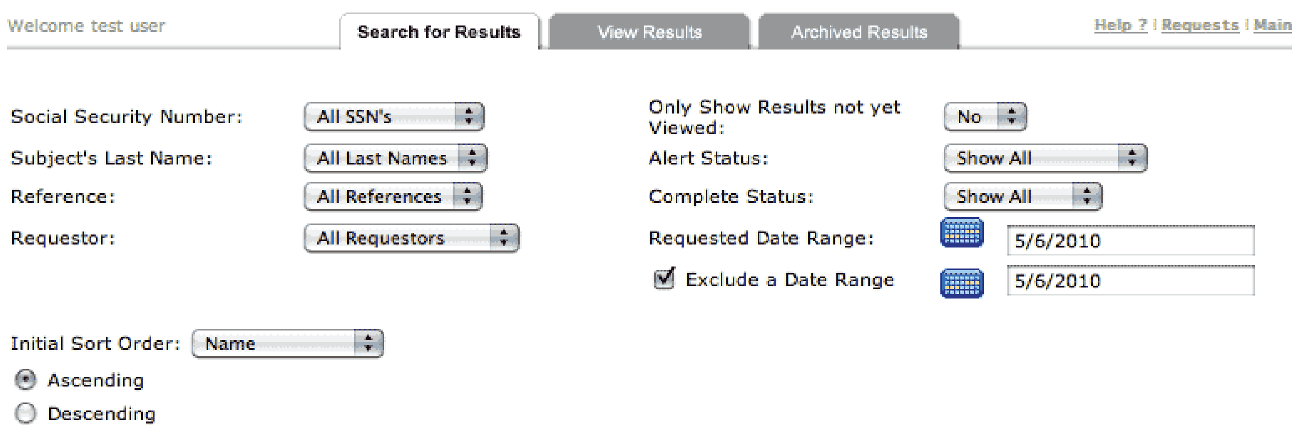
To check on the pending status of any request not displayed in the results list. Click HERE option. This goes to a Status Report that will list pending requests. It lists the Request Date, Name, SSN, Reference and Status. The Status will also list any information that True Hire may need to complete the background check.

There is a legend at the bottom of the page to help with the screen information:



# Search For Results

You can search for an applicant by any method that is listed: Social Security Number, Subject's Last Name, Reference, Requestor, Only Show Results not yet viewed (yes or no option), Alert Status (show all, Alerts Only, Show Non-Alerts Only Options), Complete Status (Complete, Partial, Supplement), Request Date Range, and Exclude a Date Range. You then can select a sort order by any of the above, and list it ascending or descending. Click Search and the system will query your search.

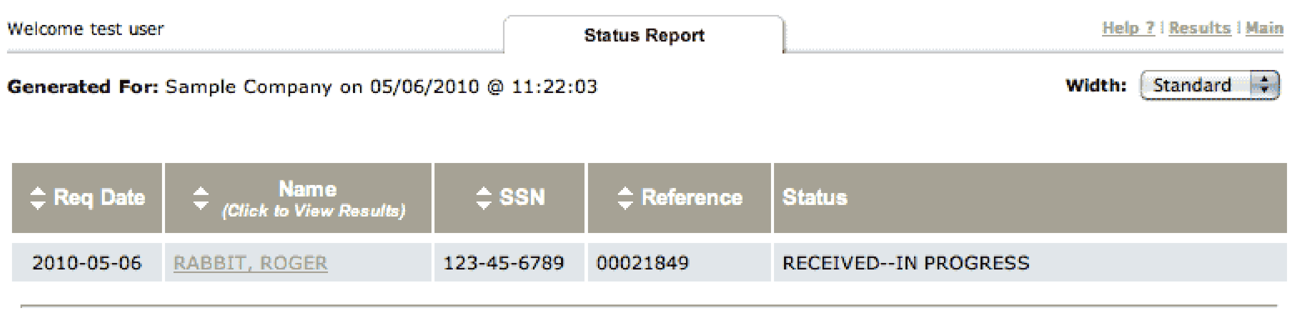



# Archived Results

This screen lists all of the reports that you have archived. It looks just like the results screen, you can access the reports the same way.

# Checking Status Of Background Checks

The Status Tab will list all of your recent requests that are currently pending or completed and recently sent to you. You can change the width displayed from standard to expanded to view information. This section gives you the statuses of your reports.




# Logging Out

This section will log you off the system. You can select Logout when all of your work is complete.

If you have any further questions about this system, please call your client services representative at **True Hire**. The system is customized to suit your needs, and there are many options that we can help you incorporate. Call 1-800-262-7301.