



# **TRUVIEW BSI, LLC**

## **Background TRU365 Platform**

### **USER GUIDE**

**CREATED ON: October 29, 2018**  
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*This user guide is designed for clients of TruView BSI, LLC who contract with TruView for background screening services. It is proprietary and confidential. Do not distribute the material wherein without the express approval of TruView.*

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## INTRODUCTION

### About this document

This document is designed as a training and reference tool for users of the TruView portal for background screening. This document covers the four primary sections of the system:

- New Order
- View the Status of an Applicant's Background
- Access the Final Report
- Pre-Adverse and Adverse Action Notices
- Invoicing

The features available when using TruView are too numerous to be reviewed in-depth through this document. If you would like to learn more about a specific feature, or have a new requirement, and are not certain how TruView can assist, please contact your TruView representative. TruView's researchers and management are always available to provide additional training or develop creative solutions to meet your requirements.

### About TruView

TruView designed our TruView portal to maximize technical efficiency on behalf of the platform users, while ensuring the human element of analysis and review are still conducted on all backgrounds.

User access is granted through privileges, meaning certain users can be restricted from seeing some information, such as the final report, or sections of the company outside their area of interest. Access controls within TruView ensure that only authorized personnel can view certain areas.

Users can request new backgrounds on potential hires and be in complete control of all data entry, or can initiate background screening requests on Applicants, who then submit their own information into the system. Applicants then authorize the background check through an E-Sign process.

TruView can also set up "parent/child" relationships within your program, ensuring that "Corporate" can see all areas of the company, while other users may only be able to request backgrounds or access reports related to their specific area, whether geographic or functional.

Background screens are archived permanently in the system, ensuring access months or years down the road if reports need to be reviewed.

TruView assigns a dedicated researcher(s) to each client's account. This allows the researcher to develop a close relationship with the client and ensure each client's unique preferences within their background screening program are being met. Clients are encouraged to reach out to their researchers if they have questions about a result or have a specific request on a certain background. All TruView staff are based in the United States ensuring your questions and data remain secure.

### **TruView Management**

TruView's management team is always available to our clients. TruView maintains a flat hierarchal structure, so that clients can reach a decision maker quickly, without waiting for a manager to go to higher levels for approval. Clients are highly encouraged to reach out at any time, whether to make changes to their account, discuss recent legal updates, or discuss the final report.

### **Assistance**

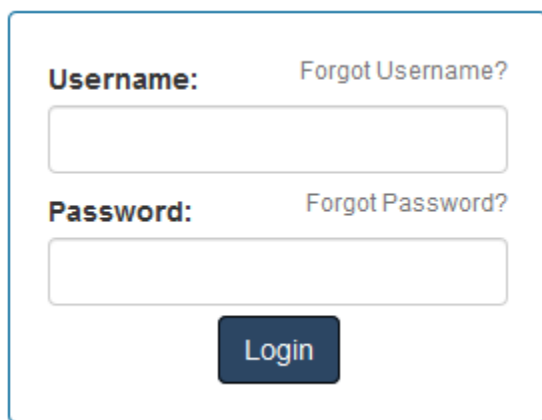
Further, TruView has also established a hotline to aid Applicants via TruView's toll free line at **888.869.8444**. Applicants or users can also email [help@truviewbsi.com](mailto:help@truviewbsi.com) to reach someone immediately.

## ACCESS THE TRUVIEW PORTAL

### Obtaining a Username/Password

Prior to logging into the platform for the first time, users are emailed their username and password from their assigned TruView Team Leader. Passwords must be changed upon the first login. Password protection is important! Please ensure all passwords include a combination of capital letters, lowercase letters, numbers, and characters.

In the event the user forgets his or her password, they can utilize the “Forgot Username” or “Forgot Password” links on the home page.

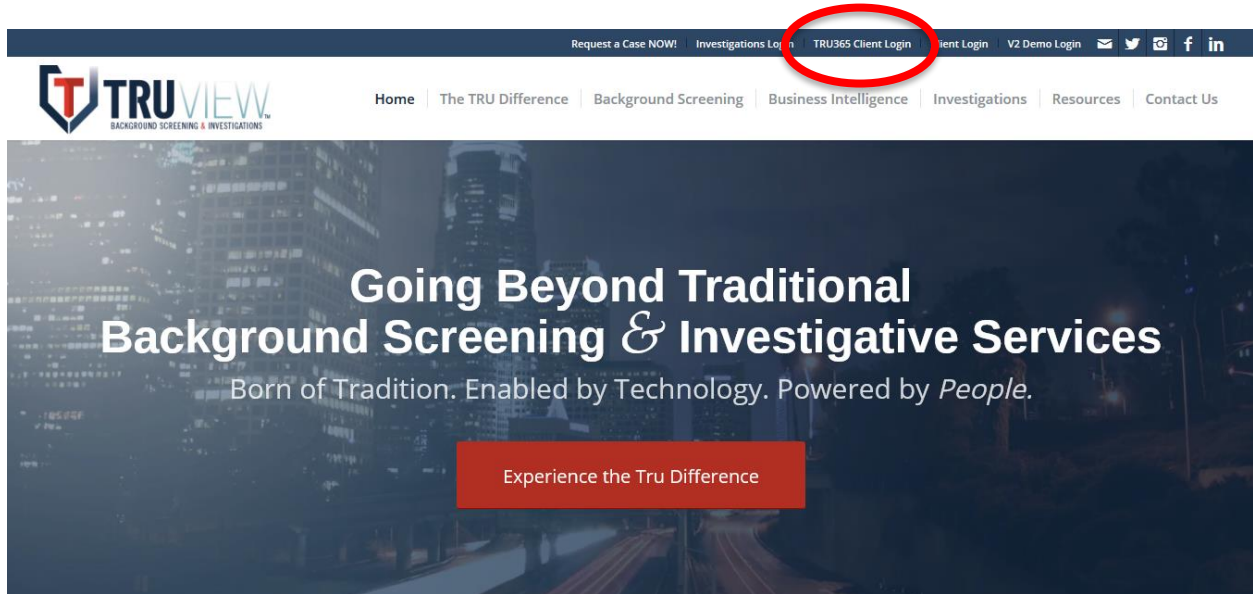


The image shows a login form with a blue border. It contains two input fields: one for 'Username' and one for 'Password'. To the right of the 'Username' field is a link labeled 'Forgot Username?'. To the right of the 'Password' field is a link labeled 'Forgot Password?'. Below the input fields is a dark blue button with the text 'Login' in white.

When users use the “Forgot Password” link they will be prompted to answer their chosen security questions to verify identity. If they do not answer these questions, they will not be able to reset their password and will need to contact the TruView Help Desk at [help@truviewbsi.com](mailto:help@truviewbsi.com) to have their password reset.


## Logging into TruView

Go to [www.truviewbsi.com](http://www.truviewbsi.com) and click on the “TRU365 Client Login” button at the top of the page. When prompted, enter user’s assigned Username and Password and click, “Login”.



## THE TRUVIEW HOMEPAGE

After logging into the site, users are greeted with the system homepage. This page contains information regarding court access updates and links to background screening news, legal updates and compliance information and documents. Contact information for TruView BSI is also displayed.

Order ▾ Reports **1** ▾ Utilities ▾ Last Name 🔍 

Welcome back, Lisa. Your last login was on Oct 29th at 6:22 pm

### News & Announcements

#### Welcome to TruView

TruView prides itself on partnerships with our clients, and on combining extensive digital search capabilities with human review and analyses of all search data. The links on the left-hand side provide TruView news and frequently accessed reference information, which may assist you in planning an efficient background screening program.

Your satisfaction is important to us. Our integral TruView team, based in the United States, personally handles day-to-day client questions, concerns, and requests. We encourage you to contact your assigned Research Analyst(s) and Team Leader, directly. You can also call us, anytime, at **888.869.8444** or email us at [help@truviewbsi.com](mailto:help@truviewbsi.com). Further, you can click on the Help Desk Link, on the right.

#### Important Information from TruView

- [Compliance](#)
- [News & Events](#)
- [Driver Risk Management Program](#)
- [Social Media Risk Analysis](#)
- [Resources](#)
- [Privacy Policy](#)

#### Court Access

*Please scroll through for updates, closures, and recent cost changes for domestic and international courts*

**Hurricane Update:** We are anticipating search delays in parts of Florida, Georgia and Virginia due to Hurricane Michael. We are continuing to monitor the situation and will provide further updates as they are made available.

**Puerto Rico:** Effective immediately, Puerto Rico is requiring a driver's license number or passport number for all individuals on which a criminal records search is being run. This is being implemented to combat identity theft. If one of these numbers was not provided to TruView during the original order, your researcher will contact you to obtain prior to running a Puerto Rico check. As is the case now, Mother's Maiden Name and last used Puerto Rican address will still be required.

#### TruView BSI

Phone: **714-512-3412**  
Toll Free: **888-869-8444**  
Fax: **516-686-0635**  
Email: [help@truviewbsi.com](mailto:help@truviewbsi.com)  
Address: **25 Newbridge Road**  
**Suite 210**  
**Hicksville, NY 11801**



## **REQUESTING A BACKGROUND ON A NEW APPLICANT**

TruView offers two methods for requesting a background on a new applicant. These are **New Order** and **QuickApp (applicant e-mail address required)**. A New Order is utilized when client users request new backgrounds on a potential hire and enter the applicant's information themselves. A QuickApp Order is utilized when client users request new backgrounds, but have the applicant enter their own information. Utilizing this method, an email is sent to the applicant. The applicant then enters their own information to process the order and authorizes the background electronically.

Applicants will be able to review a disclosure form regarding the background, input their pertinent data, review applicable regulatory forms, and authorize the background using an electronic signature. No paperwork is required from the client.

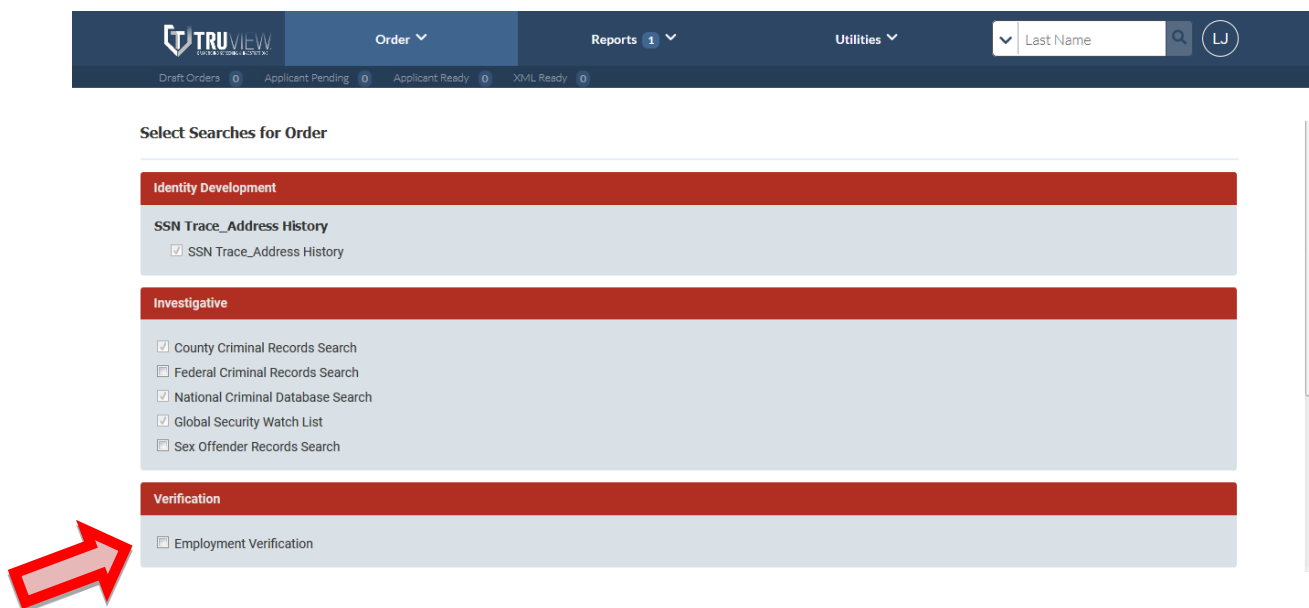
The following sections will detail how to request a background on a new applicant using New Order entry and QuickApp Order entry.

## NEW ORDER ENTRY (New Order & QuickApp)

To initiate a new order via New Order or QuickApp (the user will be able to choose after entering some basic information), the user selects the **Order** menu dropdown at the top left of the platform (directly right of the TruView logo) and selects the New Order button.



If only one package is available to the user, then the next screen will show all search elements for that package (mandatory elements are auto-selected and cannot be de-selected) plus any applicable optional elements. To select an additional search element, simply select using the check box.



## New Order

Select the blue Next button to complete order entering necessary information instead of the applicant. The user will have the opportunity to upload a copy of the consent form as well as any additional documents.

1. Before proceeding, the user should review and accept the terms and conditions

**Certification**

Please review the following and acknowledge acceptance of the terms.

Terms and Conditions

By submitting this order, you specifically acknowledge and agree that your use of this service and the information contained herein or generated herefrom is subject to the express terms and conditions contained in your Service Agreement and that any information provided as a result of a search constitutes a consumer report as defined by **Fair Credit Reporting Act (FCRA) 15 USC 1681 et seq.** Further, you expressly certify:

- (1) that any reports procured will be used for employment or tenant screening purposes only pursuant to FCRA Section 604(a)(3)(B);
- (2) that prior to procuring said report, a clear and conspicuous disclosure has been made to the applicant, in a document consisting only of said disclosure, that a report might be obtained for employment purposes AND that the applicant has authorized, in writing, the procurement of said report;
- (3) that prior to taking any adverse action, based in whole or in part upon said report, you will provide to the applicant a copy of the report and the Federal Trade Commission's publication, A Summary of Your Rights Under the Fair Credit Reporting Act;
- (4) that said report will not be used in violation of any applicable Federal or State law or regulation including those specifically governing equal employment opportunity; and
- (5) that precautions necessary to secure any system used to access this service will be taken pursuant to the Security Requirements contained in your Service Agreement.

Accept Terms Cancel

2. The user will enter applicant information over the course of the next few pages. The following fields, designated with an \* are mandatory fields.

- Last Name
- First Name
- Middle Name (or initial) – check the “No Middle Name” checkbox if the applicant does not have one
- SSN
- DOB

All other fields are optional:

- Reference
- Position/Title
- Proposed Salary

- Generation (suffix)

The screenshot shows the 'Applicant' section of the TRUVIEW application. At the top right, it says 'State University - Basic Order Entry step 1 of 6'. Below this are three input fields: 'Reference:', 'Position/Title:', and 'Proposed Salary:'. The 'Applicant Info' section contains a blue instruction box: 'Please provide the applicant's legal name as shown on a driver's license or other government issued identification.' Below this are fields for '\* Last Name:', '\* First Name:', '\* Middle Name:', 'Generation:', '\* SSN:', and '\* DOB:'. There is a checkbox for 'No middle name' and a '+ Former Name/Alias' button. A red arrow points to this button. At the bottom, there are 'Cancel' and 'Next →' buttons.

To enter additional names, click on the +Former Name/Alias button.

## QuickApp

Select the green QuickApp button to complete order inviting the applicant to enter their own information and provide electronic consent.

The screenshot shows the 'Credentials' section of the application. It has a red header bar with the word 'Credentials'. Below it are two checkboxes: 'Education Verification' and 'Motor Vehicle Records'. At the bottom, there are 'Cancel' and 'Next →' buttons. A green button with an envelope icon and the text 'QuickApp™' is circled in red.

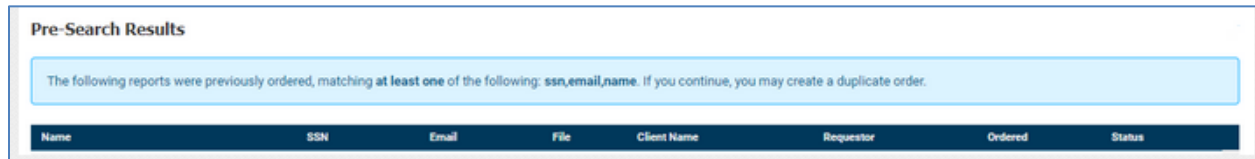
## OPTIONAL: PRE-SEARCH RESULTS

Pre-search is a simple way to check your system to make sure that the order you are placing has not already been placed and is not a duplicate order.

After applicant information is entered, the next page will display a pre-search box. From here, there are two options:

- If an order or duplicate file exists, you can stop and use the existing file.

- If no duplicate orders exist, you can choose to continue.



### Pre-search settings

The ability to determine how far back you want your pre-search to go:

- 30
- 60
- 90
- 120
- 365 days.

### Match on the specified criteria

You can choose what you want your pre-search to be based on when pulled:

- SSN
- Name
- Email

You will see results across all clients. If you have a parent-child relationship and you are at the parent corporate level and place an order, it will select the current location and any of the child client locations underneath it.

### Automatically run pre-search on new orders

You will only see the pre-search screen if it's a duplicate. You also have the ability to not have the pre-search on during XML and Batch order process.

Typically, this is useful in cases where you're running an annual report or things you have already placed a background check for, and don't want to be alerted of the pre-search.

### Pre-search with QuickApp

With QuickApp orders, they will pre-search at the time of the order based on e-mail, and then again once the applicant completes the QuickApp excluding any searches that are cancelled, in applicant pending or in applicant ready.

At the time of an order with QuickApp, the user will be notified if there is a hit. After the applicant completes the QuickApp, if there is a hit, the order will go to the applicant ready queue.

## Pre-search with XML orders

If there is a pre-search hit with XML orders, the order will go into the XML Ready queue.

3. User will enter the applicant's address history – current address first; standard length of time is seven (7) years, however, this can be customized at client's request. Any additional addresses can be entered after selecting the +Previous Address button. NOTE: the number of addresses is based and calculated based on the "MOVE IN DATE" and "END" timeframe for each address.

The screenshot shows the 'Applicant Address' section of the TRUVIEW application. The page title is 'State University - Basic Order Entry step 3 of 7'. A blue banner reads 'Please provide 7 years of address history.' Below this, the 'Current Address' section has radio buttons for 'Domestic' (selected) and 'International'. There are input fields for 'STREET ADDRESS', 'ZIP CODE', 'CITY', and a dropdown for state. A 'Move-In Date' field is also present. At the bottom, there is a '+ Previous Address' button.

4. The user can review a summary of the order, upload copies of consent forms or any additional forms required for the investigation, and enter any notes about the investigation as an alert to the CRA,
5. If the applicant has requested a copy of the report, user should check on the box "Consumer has requested a copy of their report; please send it to them". The request will go into a queue for delivery.

### Order Summary

State University - Basic  
Order Entry *step 7 of 7*

---

Applicant:  **TESTFIRST TEST**  
(111-22-3333, 01/21/2000)

Current Address:  **123 MAIN ST.**  
**SAN DIEGO, CA 92134**

#### Search Summary for Basic

SSN Trace_Address History	SSN Trace_Address History - SSN Trace_Address History
County Criminal Records Search	
National Criminal Database Search	
Global Security Watch List 	TEST, TESTFIRST

#### Authorization: None Attached

Select authorization file to attach to Order:

**Upload File**  
  
-- or --

**Drag File** Drop Zone

#### Order Entry Notes

Consumer has requested a copy of their report; please send it to them.



## Draft Order

Draft orders allow you to stop and save while placing an order on an applicant, so you can pick up where you left off later. This is especially helpful if you do not have all the necessary information or required authorization forms, since you can save your progress and continue when you've gathered them.

### Saving a draft order

After you have completed the first screen of creating a new order and put in the applicant information, the option to save an order as a draft appears at the bottom of each following page on the left-hand side. The option to save a draft or complete a previously saved order is available to all users who can place orders and doesn't have to be turned on.

**Applicant Address** Cameron's Creations - AWESOME  
Order Entry step 2 of 6

PRODUCT NOTES  
CLIENT PRODUCT NOTES HGIII

**Current Address**

Domestic  International

Current Address

STREET ADDRESS

ZIP CODE CITY -

+ Previous Address

Save Draft Cancel Next →

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### Continuing draft orders

To resume a draft order, you will need to navigate to the draft orders queue, located under the Order tab. The list of draft orders is available to client and CRA users with the permission to order reports.

This page will show you the date each draft was saved, the client the order was being placed for, the name of the product being ordered, the user who requested or placed the order, and the name of the applicant. You can also filter or select and delete draft orders from this page.

Draft Orders				
<input type="button" value="Delete"/>				<input type="text" value="Filter"/>
Save Date	Client Name	Product	Requestor	Applicant
2017-05-26	Eric's Test Company	Eric's Test Product	Eric Client	ASDF, ASDF
2017-05-09	SoftSweep Inc.	SoftSweep - A la Carte - Enter Only 7	Shantel Nielson	MESS, HANK
2017-04-24 *	SoftSweep Inc.	SoftSweep - A la Carte - Enter Only 7	Shantel Nielson	MESS, HANK
2017-03-14	Cameron's Creations	Awesome Check	Cam	ASDGASDG, ASDGASDG
2016-12-30 *	AndiTest	Andi's Test Product	Andi Poulson	TEST, TEST TEST
2016-12-20	Andi Child Client	AWESOME	testing testing	FGSDFG, SDFGSDFG
2016-12-20 *	AndiTest	Andi's Test Product	Andi Poulson	TEST, TEST TEST
2016-12-19	Gonzo Inc	KevinG Test Employment	Kevin Gonzalez	MESS, HANK STEVE
2016-12-15 *	AndiTest	Andi's Test Product	Andi Poulson	TEST, TEST TEST
2016-12-14	AndiTest	Andi's Test Product	Andi Poulson	TEST, TEST TEST

To continue placing an order, click on the date of the desired record. It will start you back on the applicant information portion of the order for you to review everything that has been done so far, but it will remember all the data of the applicant you had input up to when you hit save draft.

## Applicant Pending Queue

The applicant pending queue shows you and your users which applicants have been invited to do a QuickApp but have not yet accepted the invitation. Once the applicant accepts the invitation by clicking on the link, it will take them to a welcome screen to begin the application process. NOTE: It's always best to use the most up to date versions of the browser, and we recommend using Chrome or Firefox, to avoid getting any errors or issues with filling out the application.

You can see details about the invitation, email address, client name, requestor, ordered date, when the applicant was notified, and how many reminders have been sent. It also allows for administration of this list to resend, cancel, or extend the expiration of each QuickApp individually or in bulk, as well as edit the email address if it was previously entered incorrectly.

This queue can also be helpful if an applicant calls in because their invitation has expired, since this makes it easy for the CRA or client to find their QuickApp and resend or extend the expiration of the invitations for them quickly.

**Note:** This queue is partnered with another one to help you manage the QuickApp process from start to finish. Applicant pending shows you all of the emails that have been sent out that you are waiting for a response on, while the [Applicant Ready queue](#) shows you all the applications that have been sent back and are awaiting review before they get processed.

## Managing pending QuickApp invitations

As soon as you send out your first QuickApp invitation to an applicant, pending applicants will automatically start appearing in this queue for you to be able to monitor and act when necessary.

Applicant Pending Reports							
Reset Expiration Date	Resend Invitation	Delete	Filter <input type="text"/>				
<input type="checkbox"/> Applicant ^	Detail  E-mail ^	Client Name ^	Requestor ^	Ordered ^	Notified ^	Sent	Days Left
<input type="checkbox"/> MESS, HANK	<a href="mailto:test@tazworks.com">test@tazworks.com</a>	Almond Brothers	Eric Client	2018-02-02	2018-02-02	1	4
<input type="checkbox"/> CLEAN, JOE	<a href="mailto:tester@tazworks.com">tester@tazworks.com</a>	Awesome Client	Ashley	2018-02-01	2018-02-01	1	3

This queue allows you to sort and filter based on the following information:

- **Filter/search:** Start typing any of the following information and the list will automatically filter down matches that start with those characters in any of the following fields:
  - Applicant's first name
  - Applicant's last name
  - Email, requesting client
  - Requestor's first name
  - Requestor's last name.
- **Sort list:** Click on any of the headings to sort the list by this field:
  - Applicant name
  - Applicant email
  - Client name
  - Requestor's name
  - Ordered date
  - Last notified date.

You can also take the following actions:

- **Reset expiration date:** Extend the expiration of the emailed invitation and to send an email re-notifying the applicant of the request.
- **Resend invitation:** This is similar to the reset expiration, but the expiration doesn't change; instead it just re-notifies the applicant of the request. The system does automatically send out reminder emails for QuickApps, but if an applicant has lost their invite or if it was sent to the wrong address, you can use this option.
- **Delete:** This will invalidate an existing QuickApp invitation.
- **Edit email address:** Click the edit icon next to the email address to make updates if there was a typo preventing the applicant from receiving it, then save and resend the invitation.

## **Applicant Ready**

The Applicant Ready queue is where you will find all the QuickApps that have been completed by applicants that have been set to not process instantly. NOTE: By default, TruView sets this to NO to lessen the chance for erroneous searches to be automatically processed; however, this can be changed at your request.

This queue allows you to review the applications before submitting an order, fix any data issues and control the searches being selected. Here you will see important details like the applicant name, submitted date, client name, requestor info and when the QuickApp was sent.

If you have set your QuickApp products to process instantly, this queue will be skipped unless there is missing information that prevents the searches from being performed.

Clients can also use this queue as a gathering place while deciding which orders are ready to be placed. As the QuickApp process primarily helps gather information on the applicant, the report charges and the associated fees are not assessed until an application is pushed from the queue into a report. Clients can be empowered to make decisions on which searches to include and can take part in managing their costs for a report. Please discuss this process with your TruView point of contact to establish a standard operating procedure (SOP).

If you have the permission to order QuickApp you will have the permission to push the order through the applicant ready queue as well.

## PENDING REPORTS

The pending reports queue under **Reports >> Pending Reports** shows you all reports that do not yet have all the searches within them completed. This gives users a snapshot of what is currently being worked on and lets you easily sort the reports in the order of importance to you.

Once orders are placed they will automatically go into the pending queue. Here you can get a quick view of the applicant name, the client/sub-client associated to the report, when it was ordered, what type of report it is, and if any searches have been flagged. It also indicates which reports have attached authorization forms or decisions.

**Pending Reports**

Filter: All Reports

<input type="checkbox"/>	Name	File	Report To	Assigned To	Status	Ordered	Type	Flag
<input type="checkbox"/>	TEST, CLIENT	3965	XYZ Company	CRA User	Error	2016-02-12	Employment	
<input type="checkbox"/>	TEST, TESTING	7096	ABC Company		QA Review	2016-08-29	Employment	
<input type="checkbox"/>	TEST, TEST TEST	7951	ABC Company	CRA User	New	2016-11-02	Employment	
<input type="checkbox"/>	TEST, BILLING	7955	XYZ Company	CRA Processor	New	2016-11-02	Employment	

Items per page: 15 Showing 1 to 15 of 2,705 reports.

The icons next to the name allow you to view:

- The report
- What searches have been ordered
- Current status.

It also shows some additional information like client, product ordered, the requester, applicant date of birth, and email address.

From within the pending reports queue, you can take the following actions:

- **Filter** all reports, pending reports, my reports, my pending reports, and unassigned reports.
- **Export** selected reports' basic information into a spreadsheet.
- **Print** selected reports.
- **View** the full report by clicking on the applicant name or file number.

## COMPLETED REPORTS

The Completed Reports section is where you and your users can see just the recently completed reports and their associated information all in one place. This facilitates adjudication of reports and helps manage the next steps with completed reports. How the information is displayed and managed can be customized upon request.

- Masking preferences for social security numbers and dates of birth. Masking these details helps protect personal identifying information on the reports themselves.
- Ability to automatically hide reports when the client has viewed or printed them. This does not affect the report availability (they can still be found using the simple search, last reports, etc.). Users can always manually hide reports when they are done with them if they prefer to not have them disappear automatically.

Reports completed more than 90 days ago are hidden from this list for all user types regardless of settings and completed reports will also eventually be removed completely from access following data retention policies set by TruView, and government regulators.

### Managing completed reports

Users can take the following actions on completed reports.

- **View results:** Views the selected report's results page.
- **View report:** Displays the report from the client view.
- **Print Report(s):** Print the selected reports.
  - **Note:** Be careful printing multiple reports double sided, as the pages will flow continuously and will not insert blank pages between reports, meaning you could end up with the first page of a report on the back of the last page of the preceding report.
- **Export:** Export the *list* of completed reports into a .csv file, not the reports themselves.
  - **Note:** SSN is always masked in the export regardless of client settings or the person exporting the list.
- **Refresh:** Reload the list of reports to get any that have been ordered since the page was last loaded.
- **Hide Reports:** Hide reports after they have viewed or taken action on reports and no longer need it in their to-do list.

The screenshot displays the TRUVIEW web application interface. At the top, there is a navigation bar with the TRUVIEW logo, a search bar containing 'Last Name', and a user profile icon 'NS'. Below the navigation bar, there are status indicators: 'Order 23', 'Reports 12', 'Admin', and 'Utilities'. A secondary bar shows 'Pending Reports 7', 'Disclosures Queue 5', and 'Monitoring Queue 0'.

The main content area is titled 'Completed Reports'. It features a toolbar with 'Print', 'Export', and 'Hide Report(s)' buttons. A filter dropdown is set to 'All Reports'. Below the toolbar is a table with the following columns: Name, SSN, File, Report To, Ordered By, Status, Ordered, Completed, Type, and Flag. The table contains one entry for 'TEST, JOSE A.' with SSN '111-22-3333', File '21293', Report To 'City Transportation Authority', Ordered By 'Jose Test', Status 'Complete', Ordered date '2020-09-14', Completed date '2020-09-17', and Type 'Employment'. Below the table are navigation controls (back, first, last, forward), a 'Refresh' button, an 'Items per page' dropdown set to '15', and the text 'Showing 1 to 1 of 1 reports.'.

At the bottom of the page, there is a copyright notice: '© 2001-2020 - This Software Copyrighted - All Rights Reserved.'

You can order the list of completed reports by:

- Name
- SSN
- File
- Report To
- Ordered by
- Status
- Ordered date
- Completed date
- Type

## **PRE-ADVERSE AND ADVERSE ACTION**

This feature assists adjudicators in notifying applicants of any adverse actions taken by the employer.

### **Adverse Action Instructions and Procedure**

The term "adverse action" is defined very broadly by Section 603 of the Fair Credit Reporting Act (FCRA). "Adverse actions" include all employment actions affecting applicants that can be considered to have a negative impact as defined by Section 603(k) of the FCRA – such as denying employment, promotion or tenancy. If any type of adverse action, as defined by the FCRA, based at least in part on information contained in a "consumer report", such as a background check, Section 615(a) of the FCRA requires that the applicant be notified.

### **Applicants must be notified when adverse actions are taken.**

Step 1. Before you take adverse action for employment purposes, you must give the applicant a pre-adverse action letter that includes a copy of the applicant's background check and a copy of "A Summary of Your Rights Under the Fair Credit Reporting Act". Once the Pre-Adverse Action letter has been sent, the applicant has the right to contact TruView, within 5 business days, to dispute any incomplete and/or inaccurate information contained in the report. If a dispute is received, TruView will contact you. Under California law AB1008, if during the initial five (5) day timeframe, an applicant disputes a criminal conviction, the decision must be extended another five (5) business days. Applicants are encouraged to include submission of evidence challenging the accuracy of the conviction record, or evidence of rehabilitation or mitigating circumstances or both. Consideration must be given to any additional evidence or documents the applicant provides in response to the notice before making a final decision

Step 2. After you have taken an adverse action, you must give the applicant notice, orally, in writing, or electronically, that the action has been taken. The notice must include:

- The name, address and toll-free telephone number of TruView BSI, LLC.
- A statement that TruView BSI, LLC. did not make the adverse decision and is not able to explain why the decision was made.
- A statement setting forth the applicant's right to obtain a free disclosure of their information from TruView BSI, LLC. if that request is made within 60 days.
- A statement setting forth the applicant's right to dispute directly with TruView Services, Inc. the accuracy or completeness of any information provided TruView BSI, LLC.

Under California law AB 1008, if adverse action is taken, written notification is required to contain all of the above in addition to:

- Reference to any existing procedure already in place for an applicant to challenge the decision



- Notification of the applicant's right to file a complaint with the Department of Fair Employment and Housing

*Disclaimer: TruView BSI, LLC. is not a law firm and does not render legal opinion or advice. The above information, which outlines the federal requirements pertaining to adverse action, is not intended to constitute legal advice and should not be considered as such. Adverse action requirements may vary from state to state and before any policies or procedures are implemented legal counsel should be consulted. Additional information about the use of background check reports can be found on the Federal Trade Commission website at: <http://www.ftc.gov/bcp/edu/pubs/business/credit/bus08.shtm>.*

## Report Decision Tool

The Report Decision tool allows you to apply color coding to applicant reports, giving you and your users an at-a-glance look at what actions or steps you may wish to take based on the parameters that you have set.

In addition, you can ask your Team Leader to set which users you want to be notified via email based on the report decision you select.

Send  Review decision emails to

## Report Decision Tool Decision Options

There are nine different options for decisions to apply. You can choose whether you want to view the markers as graphical (provides colored visual indicators of the decision status) or textual (no colored bubbles). The order of the colors (if using graphical) cannot be rearranged. Any of the verbiage of each decision can be changed except for Declined and Pre-Adverse. TruView configures these settings based on the message you want to convey related to the applicant. CRA's and their clients can determine what these settings mean and how they may wish to apply them to the reports the CRA prepares:

Approved  Approved (per client specifications) -

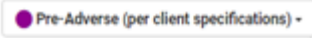
Declined  Declined (per client specifications) -

Negative  Negative (per client specifications) -

Review  Review -

Pending  Pending (per client specifications) -

Opt Out  Opt Out (per client specifications) -

Pre-Adverse 

NOTE: Based on your needs, TruView can configure the Pre-Adverse letter to be sent when this decision is selected and you (or TruView if handling on your behalf) will be alerted with a pop-up to queue the letter.

Dispute 

Conditional 

## Emailing Decisions & Color-coded Decision Markers

You determine which of the individual decision statuses that are used on your reports. You also have three options for emailing these decisions to the appropriate user. TruView can update these settings at your request. Emails are notifications when you move a report to a certain status. These options allow for further review of reports.

- **Email Decisions to Requester**
  - This option allows you to email decisions to the person who requested the report.
- **Email All Decisions to...**
  - This option allows you to enter an email address of the person you want ALL decisions to go to.
- **Emails to Separate Users**
  - This option allows you choose different users to receive certain decision reports. Fields are provided next to each decision for an email address to be entered.

## Consumer Copy Automation

Clients can choose if they would like the TruView system to send applicants copies of their reports, and any necessary notices when requested using a feature called "Queue Delivery of the Consumer Copy." This will queue the consumer copies of all this client's applicants for delivery or only do so when it is requested at the time of an order.

If you would like reports to be delivered via e-mail, QuickView is available. If you **do not** have QuickView turned on, it will put the consumer copy into the Print Queue, where you can print and mail it.

If you choose to queue "Only when Requested at Order Time", you will see a check box on the order summary page that states "Consumer requested a copy of their report, please send it to them".

This will only appear on manual orders (whether delivery method is Print Queue or QuickView).

### Employment Pre-Adverse & Adverse Action Automation

Based on the criteria you set, you can choose to have TruView automate the delivery of Pre-Adverse and Adverse Action notices using a feature called “Automate Disclosure Delivery when using the Report Decision Tool” will allow the Pre-Adverse & Adverse Action disclosure letters in conjunction with the Report Decision Tool to be queued based on the criteria set by you

If based on the criteria set by you, you need to change the Report Decision Tool to **Pre-Adverse**, you will receive a prompt asking if you want to queue the letter. It will ask you if you want to do it, rather than automatically send it.

The screenshot shows a dialog box titled "Pre-Adverse Action Letter". The main text inside the dialog asks, "Do you want to queue a pre-adverse action letter?". At the bottom right of the dialog, there are two buttons: "No" and "Yes".

If a user decides they need to change the Report Decision Tool to **Adverse** you will also receive a prompt asking if you want to queue the letter. In addition, a warning will appear if you have not selected to queue the **Pre-Adverse** Letter.

The screenshot shows a warning dialog box with a red header titled "Adverse Action before Pre-Adverse Action". The text inside the dialog reads: "Disclosure Jurisdiction Warning", "There is no record that pre-adverse action has been taken.", and "If you choose to continue, do you want to queue an adverse action letter?". At the bottom left is a "Cancel" button, and at the bottom right are two buttons: "Continue & Queue Letter" and "Continue But Don't Queue Letter".

You can now set up reminder emails to help remember when it's time for you or your client to send an adverse action notice to an applicant after a pre-adverse action notice has already been sent. You can set this reminder to go out any specified number of days after the pre-adverse action notice, according to your clients' policies and instructions.

You can then indicate when you or your client would like to receive the notification based on how many days (this is every day) it has been since the pre-adverse notice was sent to the applicant, as well as who should receive that notification. This feature allows for

multiple emails if needed, separated by commas, so that you can make sure all the right people are notified.

Once a pre-adverse action letter has been sent to the applicant, the reminder will be emailed out according to the settings you configure here, notifying you of the following: "This email is to remind you to send the Adverse Action letter for [Applicant Name] [File Number] per your account settings."

## INVOICE RETRIEVAL

Clients receive an email notification when the monthly invoice is ready, as well as a paper copy, if requested. Invoices may be also be retrieved directly through the TruView site as well. Users must be given express access to view the information under this tab, so it can only be used authorized users.

Select the ADMIN menu and click on "View Invoices" under Billing.

The screenshot displays the TruView website dashboard. At the top, there is a navigation bar with the TruView logo on the left and several menu items: "Order", "Reports 3", "Admin", and "Utilities". A search bar with the text "Last Name" and a search icon is also present. Below the navigation bar, there are two main sections: "Clients" with a sub-link "Manage Users" and "Billing" with a sub-link "View Invoices". The main content area is divided into two columns. The left column is titled "News & Announcements" and contains a "Welcome to TruView" message, a paragraph about TruView's services, and a list of links under "Important Information from TruView": Compliance, News & Events, Driver Risk Management Program, Social Media Risk Analysis, Resources, and Privacy Policy. The right column is titled "TruView BSI" and contains contact information: Phone: 714-512-3412, Toll Free: 888-869-8444, Fax: 516-686-0635, Email: help@truviewbsi.com, and Address: 25 Newbridge Road, Suite 210, Hicksville, NY 11801. At the bottom of the left column, there is a link for "Court Access".

Select the desired invoice and click the “View”, “Print” or “Export” button.

**View Invoices**  
List of Invoices currently in the system.

View Print Export

Client Name	Invoice Number	Invoice Date	Ending Date
<input checked="" type="checkbox"/> State University	1	2018-11-13	2018-11-13

Done

Invoices can be exported in .csv format, which can easily be opened in Excel:

**Export Invoice Data**

Export File Format: Comma Separated (CSV)

Export Totals Only

Export Totals - Group By Export Inventory Item ⓘ

Export With Details

Submit Close

## ADDITIONAL FEATURES

### Management Reports

This optional use feature allows users with this permission enabled to create the following reports:

Decision Report  
Hit Ratio Report

Product Utilization Report  
Status Reporting Report  
Time Service Report

## **Decision Report**

The decision report is a type of management report for you to be able to quickly see what decisions were made on all their applicants and any child account applicants, if applicable. This can help you and your clients figure out if changes should be made to hiring criteria or in other areas. This report is for clients utilizing the Decision Report Tool.

### **Creating a decision report**

You can search decisions that have been made to create reports based on the following criteria:

- Start Date
- End Date
- Search by
  - Complete Date
  - Decision Date
- Decisions
  - All Decisions
  - Approved (per client specifications)
  - Pending (per client specifications)
  - Negative (per client specifications)
  - Review
  - Dispute
  - Pre-Adverse (per client specifications)
  - Declined (per client specifications)
  - Opt Out (per client specifications)
  - Conditional Offer (per client specifications)
- Parent and/or Child Accounts (checkbox)

### **Using decision reports**

After you've put in the desired information above, all matching decisions will be displayed with the following information:

- Client Name
- File Number
- Applicant Name
- Decision
- Product Name

- Date of birth
- SSN
- Street
- City
- Postal Code
- State
- Country

You can hide or show any of the columns based on the information you're most interested in and print or export either the full report or only the selected information displayed on the screen.

### **Creating decision report charts**

To help you get a better at-a-glance understanding of how decisions are being made by your users, you also have the option to create a pie or bar chart based on the client or the decision.

### **Hit Ratio Report**

The Hit Ratio is a report that provides clients with the proper permissions enabled to view the jurisdictions that were pulled, which types of searches are run, and how many records are being returned with responses.

You can generate a report based on any of the following criteria:

- Report type
  - Search-centric
  - Report-centric
- Timeframe
  - Start date
  - End date
- Clients drop-down list
  - Include sub-clients option
- Search Type
  - Investigative Searches
  - Credential Searches
  - Verification Searches
    - The Investigative, Credential, and Verification Searches options bring up a sub-menu that allow the user to select more specific searches within the categories
  - Eviction Searches
  - Driving Records
  - Substance Abuse

By default, the results show the following information:

- Applicant name
- Client name
- Referred by
- Date completed
- Jurisdiction
- Search types
- Response
- File number
- Date ordered
- Order type

You can then take any of the following actions on the report results:

- Export Data
  - All Fields
  - Selected Fields
- Print
  - All Fields
  - Selected Fields
- Restore Defaults
- Hide/show Fields
- Add a chart
  - Client Response totals
  - Client No Response totals
  - Search Type Response Totals
  - Jurisdiction Response Totals
  - Jurisdiction No Response Totals

### **Product Utilization Report**

The product utilization report allows clients to run reports that will show them which searches are being ordered the most frequently.

Running product utilization reports

To start using this feature, go to the Utilities tab and select Product Utilization under the Report Designer section. From there, set your search parameters and start accessing your reports.

This report has two options: search type or industry type. For either, you must also choose a start and end date to retrieve data on utilization.

### **Search type**

If you set your product utilization report to run by search type, you can then run it for all searches or choose a specific search to run. Similarly, you can also view it by all clients to



get an overview of your business's usage overall. You can select multiple clients using the Ctrl or Shift key on a Window machine, or Command or Shift on a Mac. You also have the option to automatically include sub-clients or not, so you don't have to select each of them individually.

Simply enter in the search parameter you would like, and you will get a report detailing your most utilized products.

When viewing the report, you will also be able to export, print, or refresh the data, as well as add charts displaying the top clients or top products.

### **Industry type**

The industry type report has two levels of information: totals or details. The **totals** will just give you the total number of searches ordered for each industry: Tenant, Employment, Volunteer, etc. The **details** option will further break down the totals for each industry into the search types that contributed to that total number: county criminal, eviction, drug screening, and such.

You can also check the box to Separate Drug Products. If you do, the drug searches will still display in their associated industry types list, but they will also get a section of their own to more easily see the total number of substance abuse searches. (Note: If you do this, the Total column will no longer be the sum of the count column because these searches will appear twice on the report, so that they are not double-counted.)

When viewing the report, you will also be able to export, print, or refresh the data, as well as add charts displaying the breakdowns of the top searches by industry.

### **Status Reporting**

Status Reporting helps you see create and export reports on the progress of searches and orders through the system, as well as information on how they are processed. This allows you to see how your team is managing the work load to make staffing decisions or other changes that may allow you to run more effectively.

There are three different options according to what you want to know.

### **Complete Reports**

Complete Reports provides hit/no hit information on reports that have been completed within your selected date range, as well as the average time service for the reports.

### **Incomplete Reports**

Incomplete Reports provides the current status and age of all reports that have been ordered but not yet completed.

For both Complete and Incomplete Reports, clients will only be able to see information related to reports ordered by their company, unless they are in a parent-child hierarchy and have access to sub-clients. If that is the case, they will have the option to run the report for just a single company, or all the companies they have access to.

Status Reporting can be found within the Report Designer section of your Utilities tab. You can start using it as soon as you have had any orders placed within your system.

When running a Status Report, you will be able to set the following parameters:

- Timeframe (Complete Reports only)
  - Start date
  - End date
- Clients
  - All clients
  - Specific client
- Include sub-clients
  - Turn on or off as applicable
- Group by
  - None
  - Client
- Older than (Incomplete Reports only)
  - Include All
  - 24 Hours
  - 48 Hours
  - 72 Hours
- Exclude Weekends
  - Turn on or off as applicable

### **Status Reporting Results**

Once you run a report with the selected filters, the system will return results. The following information will all be included, and you can hide or show each column, or create charts based on the information, according to your preferences.

- Client Code
- Client Create Date
- Client Name
- Days - Days since the search was created
- DOB
- File
- Name
- Optional Field 1
- Optional Field 2
- Optional Field 3
- Ordered

- Processor
- Reference
- Status

## **Interpreting Results with Charts**

You can take a more analytical look at the data by creating pie chart or bar graphs on reports by client.

For Complete Reports, you can also create pie charts or bar graphs that show the average time service by client (high or low).

## **Saving and Sharing Report Results**

You can export a CSV or print all columns of a report you run, or only the selected columns currently visible on your screen, according to your preferences.

## **Time Service**

The Time Service Report is a management report that provides detailed information about what contributed to the total time it took to complete an order.

## **Generating a time service report**

You can start using these reports from the Utilities tab as soon as you've processed your first orders. There are several settings you can adjust to get the information you need.

- Report Type
  - Completed by report
  - Completed by search type
  - In progress by search type
- Timeframe (not available on In Progress by Search Status)
  - Start date
  - End date
- Search by
  - Created date
  - Completed date
- Calculate turnaround by
  - Days
  - Hours
- Perspective (Completed by Search Type only)
  - Client
- Client (all or individual clients; on Completed by Search Type, only available if the perspective is Client)
  - Include sub-clients
- Exclude Unperformed Searches (only for Completed by Search Type)

- Exclude weekends (only count business days when calculating time services).

### Completed by Report

The time service Completed by Report has five preconfigured columns set (available in the Hide/Show Columns list) that emphasize different perspectives:

- **Applicant Time Service** is the time spent waiting on the applicant to fill out the QuickApp. It is calculated as the time from when the applicant invite is sent until the order enters the xml/applicant ready queue (or the processor queue if using process instantly).
- **App Ready Time Service** is the time that the client has the report before they submit it to the CRA. It is calculated from when the order enters the XML/app ready queue until it is pushed out of the queue.
- **Agency Time Service** is the time that the CRA is processing the order. It is calculated from when the client pushes it from the queue until it is marked as complete or it expires.
- **QA Time Service** is the time that the order takes to get through the QA process. It is calculated from when the order first is given a QA Review status until it is marked as complete or it expires.
- **Total Time Service** is the total time an order is in the system from the earliest of the invitation, queue, or the start of the order wizard time until it is marked as complete or it expires.

Each of these options will change which of the 33 possible fields are shown in the results table and will include the times that each applicable step happened. You can also manually turn on and off each of these fields individually.

You can also add the following pie or bar charts based on this data:

- Overall time service averages
- Employment times
- Tenant times
- Business individual times
- Business entity times
- Volunteer times
- Other order type times.

### Completed by Search Type

For the client perspective, six time services are calculated:

- **Vendor Time Service** is from the time a search is dispatched until a result is returned from the vendor.
- **Assigned Time Service** is from the time it was assigned to a processor until it is saved as complete or QA Review.

- **Processor Time Service** is Pending Review to complete or QA review.
- **QA Time Service** is QA Review to Complete.
- **Client Time Service** is from Add to order until the search is complete.

For the vendor perspective, one time service is calculated, from the dispatched date to the last status date.

### **In Progress by Search Status**

This provides a count of outstanding searches by search type and search status and includes aging for how many days ago orders were created. The statuses counted are:

- Client message
- Dispatched new
- Dispatched pending
- Dispatched Qc
- End user
- Error
- New
- Pending
- Pending review
- Placeholder
- Processing
- QA

A total count is also provided at the end.

### **Time service report actions**

All Time Service reports include some essential actions:

- Hide/Show Columns: Pick which columns to include and which to hide
- Print or export data
  - All Columns: Will export all columns possible, except for Complete by Report, which will respect the selected version
  - Selected Columns: Only the visible columns
- Restore Defaults: Return the columns to their system defaults for visibility.

## FREQUENTLY ASKED QUESTIONS

### FOR SYSTEM USERS:

#### 1. Does TruView have an investigator's license?

Yes! TruView is a **licensed** Private Investigator/Detective in multiple states and jurisdictions, to include New York. We perform investigations in all fifty U.S. states, and internationally.

#### 2. Are your Research Analysts certified?

Yes! All TruView Research Analysts are certified by the Professional Background Screening Association (PBSA) in the Fair Credit Reporting Act (FCRA). The Certification Program ensures that our Research Analysts have a core understanding of how the law applies to their responsibilities, including the duties of consumer reporting agencies (CRAs) under the FCRA; the basic rights and duties of end users and consumers; consumer litigation and regulatory enforcement actions; and principal state law variants of the FCRA.

Our Research Analysts are required to complete and pass a three-week, proprietary TruView training program, as well as ongoing in-service training, in screening methodologies and legal compliance. TruView Team Leaders, Managers, and Directors hold Basic and Advanced PBSA Certifications under PBSA.

#### 3. Where are TruView's background screening services performed?

TruView's background screening services are performed in the **United States**. TruView does not outsource verifications or data to overseas call centers. Our employees, data and operations are US-based. Day-to-day questions, concerns, and requests are handled in personalized fashion by our integral team, with fully staffed offices in New York and California. With a nationwide network of local investigators and court runners, TruView performs expedient court and document searches in any local jurisdiction in the US. TruView uses resources external to the United States only for international searches.

**FOR APPLICANTS:****1. Can I get a copy of my report?**

Yes. You are entitled to a copy of the report if adverse action is taken by a potential employer. You can also request a copy of the report directly from TruView at 888.869.8444.

**2. What can I do if the results of my background check are inaccurate?**

Under the Fair Credit Reporting Act (FCRA) you have the right to dispute the accuracy or completeness of any information contained in your file. Please contact:

TruView BSI, LLC  
225 Broadhollow Road Suite 304  
Melville, NY 11747  
888.869.8444

**3. I recently had a background screen completed – do I have to go through this process again?**

TruView has no authority or say in whether you need to go through the process again. Please contact your local hiring or volunteer supervisor to discuss with them.

**4. Why is my Social Security Number (“SSN”) required?**

A Social Security Number is an individual’s unique identifier that helps our Research Analysts conduct thorough and accurate background investigations. Use of the SSN assists researchers by potentially validating if the number is a real SSN issued in a timeframe after the individual’s date of birth and helps reveal past addresses and possible additional name variations so that a targeted search can be conducted. Additionally, it can help rule out erroneous information. Due to the background investigation requirements of the Company, background investigations cannot proceed without the individual providing their SSN, unless the individual was never issued a SSN.

**5. Who will have access to my information?**

Only those individuals with a business need to know will have access. This means the designated TruView Research Analysts and only select Company employees. Company employees at the local level will not be able to see an individual’s personal data.

**6. How do you secure my information?**

TruView is committed to protecting the personal information it receives from and about consumers. Accordingly, TruView has developed this Privacy Policy in order for interested parties to understand how TruView collects, uses, discloses, and protects consumers’ personal information.

**Privacy Policy** - <https://truviewbsi.com/resources/privacy-policy/>

Privacy initiatives and procedures include, but are not limited to:

- Access to personal information is limited within TruView to those who have a business “need-to-know” the information. Access to TruView’s computer terminals, file cabinets, fax machines, trash bins, desktops, etc., are secure from unauthorized access.
- TruView maintains a secure network to safeguard personal information from internal and external threat.
- Any backup data is maintained in an encrypted form.
- TruView maintains records on each request for information and identifies each user who requested information on a consumer.
- Employees are prohibited from “browsing” files or databases without a business justification.
- TruView follows the Federal Trade Commission’s requirement that consumer information be unreadable upon disposal.

## **7. Where can I go to learn more about background screening?**

Background screening for employees and volunteers is heavily regulated by both federal and state laws.

To learn more about your rights as a consumer, please go to the Consumer Financial Protection Bureau - <http://www.consumerfinance.gov>

To learn more about the industry as whole, please visit the Professional Background Screening Association (PBSA) website - <https://thepbsa.org/resources/for-consumers/>



## DESCRIPTION OF BACKGROUND CHECK SERVICES

- **Bankruptcy Search:** Search of federal bankruptcy courts for all chapters of the federal bankruptcy code. Searches can be conducted where the individual has lived or worked in the past seven years, or on a nationwide basis.
  - *BEST PRACTICE: This check should be considered for executive and high-level positions with responsibility for finances.*
- **County Civil Litigation Report:** Civil litigation searches at the applicable county courts where the applicant has lived, worked, or was educated in the past seven years. Case types include complaints involving fraud, real estate issues, contract disputes, personal injury, etc. Results do not include cases involving domestic issues (divorce, paternity, child custody) unless domestic violence is involved. Locations are determined from information reported in the SSN Trace as well as information provided on the application and resume.
  - *BEST PRACTICE: This check should be considered for executive and high-level positions with responsibility for finances.*
- **Consent Based Social Security Verification:** This check verifies whether a name and Social Security Number (SSN) combination match the data in SSA's (Social Security Administration) records. A separate consent from the applicant will be required for this check.
  - *BEST PRACTICE: This check should be considered if the "Social Security Trace and Address History" finds no record of the individual, or if discrepancies are identified.*
- **County Criminal Conviction Records (Felony & Misdemeanor) – 7 Years: Felony and misdemeanor searches for criminal convictions and pending prosecutions, through the respective county courts where the individual has lived, worked, or was educated in the past seven years.** Locations are determined from information reported in the SSN Trace as well as information provided on the application and resume.
  - *BEST PRACTICE: This search should be included in backgrounds for all positions for which conducting a criminal background check is job-related for the position in question and consistent with business necessity.*

- **County Criminal Conviction Records (Felony & Misdemeanor) – 10 Years: Felony and misdemeanor searches for criminal convictions and pending prosecutions, through the respective county courts where the individual has lived, worked, or was educated in the past ten years.** Locations are determined from information reported in the SSN Trace as well as information provided on the application and resume.
  - *BEST PRACTICE: This search should be considered for all positions for which obtaining criminal history beyond seven years is required by statute or consistent with business necessity.*
  
- **Consumer Credit Report:** Credit reports for employment purposes are prohibited in California, with eight exceptions for particular occupational positions. **The Credit Report includes a copy of the individual's credit report, which provides a snapshot of financial history, including information regarding delinquent accounts, accounts sent to collection, maximum credit limits available, court judgments, bankruptcies, and liens. It may also provide a list of recent inquiries made about an individual's credit.**
  - *BEST PRACTICE: Credit checks should only be considered if an individual's credit history is determined to be job-related, consistent with business necessity and allowed by law.*
  
- **Driving Record:** Results report the current status of an individual's license, including traffic violations, failures to appear, and unpaid fines.
  - *BEST PRACTICE: This report should be considered for all positions which require driving on company business.*
  
- **Education Verification – Highest Degree:** Verification of degree obtained or highest level of education reported by applicant, including current enrollment. Results include verification of degree and major, date of award, and any claims of distinction or honors. Inconsistencies are highlighted.
  - *BEST PRACTICE: This verification should be considered when a specified level of education is required for the position, or when the applicant's stated level of education is a factor in the hiring decision.*
  
- **Federal Criminal Records Search:** Felony and misdemeanor searches for criminal convictions and pending prosecutions, through the respective federal courts in those jurisdictions reported in the SSN trace for the previous seven to 10 years. Federal courts do not share or consolidate their information with each other or with the county courts. The types of criminal cases heard in federal court include:

- Cases involving the laws and treaties of the U.S., such as RICO statutes, terrorism, bank robbery, international drug trafficking, mail fraud, crimes committed on federal property, human trafficking, espionage, and hate crimes
- Cases involving ambassadors and public ministers;
- Admiralty law
- *BEST PRACTICE: This search should be included in backgrounds for all positions for which conducting a criminal background check is job-related for the position in question and consistent with business necessity.*
- **Federal Civil Litigation Search:** Civil litigation search at the applicable federal courts in those jurisdictions reported in the SSN trace for the previous seven to 10 years. Results may include valuable information regarding an individual's character, problems with previous employers or business associates, financial concerns, or a pattern of litigious behavior. The types of civil cases heard in federal court include:
  - Cases that deal with the constitutionality of a law
  - Cases involving the laws and treaties of the U.S., such as with respect to securities law; employment; patents and copyright law; class actions involving of very large dollar amounts; violations of civil rights; and disputes between citizens of different states, when the amount in controversy exceeds \$75,000)
  - Cases involving ambassadors and public ministers;
  - Disputes between two or more states (diversity cases means when cases between citizens of different states and amount in controversy exceeds \$75K)
  - Admiralty law
  - Cases involving violations of the habeas corpus law
  - *BEST PRACTICE: This check should be considered for executive and high-level positions with responsibility for finances.*
- **Social Security Trace and Address History:** Confirmation of address history and social security number provided by applicant and the identification of jurisdictions for court searches. Results may provide additional names, jurisdictions, and other personal identifiers not disclosed by the applicant.
  - *This search is a required component of all background checks.*
- **Medical Sanction Screening:** consists of verifying individual names and other identifying information against information obtained from over 55 federal and 46 state healthcare datasets. The information reported exceeds the U. S. Government minimum requirements for sanction screening as set forth in the DHHS-OIG's Compliance Program Guidance and is in compliance with Sections 1128, 1156 and 1892 of the Social Security Act. For a complete list of sources, please contact the consumer reporting agency.

- *This search should be considered for applicants of positions in the healthcare field including counselors, dietitians, EMTs, home care providers, medical social workers, mental health counselors, nutritionists, nurses, occupational therapists, physicians, physician assistants, physical therapists, psychiatrists, psychologists, etc.*
- **National Criminal Database Search: Search of multi-jurisdictional database compiled from state and county criminal record databases. Sources include court records, incarceration records, prison/inmate records, probation/parole/release information, arrest data, and wants and warrants. This search should be considered a supplemental search and should not be considered as a replacement for a County-level inquiry.**
- **National Sex Offender Search:** This is a national search of all registered adult sex offenders. Registration may be required for those convicted of crimes including criminal sexual misconduct in the first or second degree, criminal sexual misconduct with minors, or kidnapping.
  - *BEST PRACTICE: This search should be considered for applicants of positions that have unsupervised contact with vulnerable client populations, including the young, elderly, ill, etc.*
- **Professional License/Certificate Verification:** Search of applicable licensing or issuing body for confirmation of current status and disciplinary history of claimed or located license or membership.
  - *BEST PRACTICE: This verification should be considered when a professional license is required for the position, or when the applicant's stated possession of a professional license is relevant to the hiring decision.*
- **Tax Lien & Judgment Record:** Appropriate county level searches for paid and unpaid tax liens and judgments records in those jurisdictions reported in the SSN trace for the previous seven years. The recommended best practice is to consider all jurisdictions where the individual has lived and worked, or was educated in, for the past seven years.
  - *BEST PRACTICE: This check should be considered for executive and high level positions with responsibility for finances.*

**CONCLUSION**

TruView's emphasis on customer service cannot be understated. This document is not designed to cover all scenarios, and if you are seeking a solution that is not discussed here, please do not hesitate to reach out. TruView does not provide cookie cutter solutions, which means that we can develop a solution to fit your Company's unique needs, usually at no cost and no loss in analysis or technical capability.

Please contact us at any time with questions or concerns. Your satisfaction is our first priority.

**TruView BSI, LLC**

**Background Screening Division**

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