

TruView

Background Screening & Investigations

Frequently Asked Questions

What is the average turnaround time for checks once the initial form is completed by an applicant?

If the applicant doesn't have a criminal history or doesn't have a very common name, the background check should be completed within about 48 hours on average. In the event there is a potential criminal record, it may take longer.

Will I receive an email from TruView when the applicant completes their information and when the background check is complete?

Yes, you will receive two separate email notifications - the first will be after the applicant completes their information and the second will be when the background check is complete and available to view.

Am I able to fill out information on behalf of an applicant?

Yes, you have the ability to fill out information on behalf of an applicant instead of having them submit their own information. When you select a new order, click on **Next** at the bottom of the page, accept the legal terms, and then you will be taken to subsequent pages where you can enter the information on behalf of the applicant.

If I am filling out information on behalf of an applicant, a signed consent form still needs to be uploaded. Will the Background Information Disclosure form that we use internally be sufficient or will another disclosure form need to be signed?

If you're unable to email the applicant through TruView using the QuickApp process to obtain electronic authorization, you can always use external agency forms to obtain authorization. Save a draft order and upload the signed form in the order then continue the check process.

Please refer to your Agency Background Check policy for specific background check procedures and records maintenance guidance. For general policy guidance see [WHRH Ch. 246](#).

Is there an option to add-on a Caregiver check with TruView?

The Caregiver check is not part of the contracted services offered through TruView at this time. Follow established agency procedures to complete these checks.

Is there an additional cost if I add more services that are not a part of the standard package?

Yes, any additional services requested will incur additional charges. You will be able to review a cost per order before processing.

Where can I find the price list for each type of background check?

The Standard Package includes the first 5 checks listed below bundled together. Each of the Optional Items can be added separately to the Standard check.

Note: Each of the checks can be run separately. Example: An SSN Trace may be run alone to determine if a DOJ In-State check will be sufficient.

Standard Package = \$29.50 (prices eff. 1/1/25 and subject to contract changes)

Item	Cost per item
Social Security Number Trace	\$1.50
Sex Offender Registry Check	\$2.00
Global Watchlist Records Check	\$3.00
National Criminal Records Check	\$2.00
Unlimited County Criminal Check	\$21.00
Optional Items	Cost per item
Education Verification Check	\$16.00
Professional Licensure Check	\$8.00

What should happen if the applicant is not sure what county they would be working in if the recruitment is statewide and they will not know placement until the background check is completed?

Indicating the county where the work will be performed will only be required in specific states, where certain counties have their own disclosures. New York County is one of those examples. For Wisconsin, this should not be a common requirement.

Is there a way to indicate if an international background check needs to be completed?

If the applicant enters any international addresses when submitting their information to TruView, it will recommend an international background check to be done. At that point, you will receive a quote for the cost because it will most likely be slightly higher than for a national check. TruView will determine what information is needed depending on the specific country and will manually add the international check to the order. You have the option of declining the additional charges. Please note that, unlike the US, many countries do not have integrated criminal history systems, and the results may not be reliable.

Is the Global Security Watch List the same as an international check?

No, the Global Security Watch List is different from the international check. The Global Security Watch List is a curated database that identifies individuals who have engaged in serious crimes, have been sanctioned, or could threaten national security, workplace safety, or otherwise jeopardize a company's reputation. However, it is not a true international criminal search which would be conducted separately.

What are the downstream effects of not entering the past 7 years of applicant addresses?

There will be a flag to note incomplete information such as less than 7 years. TruView will also be reaching out to you to let you know if a full 7 years of address history is not entered and will be asking if you would want TruView to contact the applicant regarding this or if you would prefer to follow up yourself. If an applicant doesn't have 7 years of address history due to their age, TruView will use the address that is listed as their current residence.

For the ‘Applicant Ready’ status, does that stop things from moving forward until you rectify? And if so, will HR users’ “Applicant Ready” area only show their own applicants that are in that status, or will it list every applicant under the entire account that is in ‘Applicant Ready’ status?

Yes, if an applicant is in the ‘Applicant Ready’ status, it will stop the check from moving forward until the specific issue with that applicant is resolved. What you have the ability to see will depend on the type of security you will have. If you have Regional/Agency security, then you will only be able to see applicants within your own region/agency. The Regional/Agency security structure for TruView is the same as with the current background check vendor.

Will I receive an email notification if my applicant is in the ‘Applicant Ready’ status?

There is a notification when the applicant completes their information and another then the check is complete. There will not be an email notification if a check is in the ‘Applicant Ready’ status. However, it will be highlighted in the system and should always be checked to address any issues with processing, etc. to keep the process moving.

Could there be any issues with people using one email address in a household and having that flag the check as a duplicate? What are the next steps if an individual does not have their own email address? Would the check have to be entered manually on their behalf?

Yes, use of the same email by more than one person will flag the order. In this case, you can enter the check on their behalf or ask them for a new email account to maintain their confidentiality.

How should background check related records be maintained?

All background check related records need to be maintained per [RDA HR1000017](#) by agency HR in a secure folder separate from the recruitment file. Records can be maintained electronically per agency IT recommendations.