



# ACTivate Comply

## Integrated Compliance Capabilities

# User Manual

# ACTivate Comply

## ACTivate Comply:

- **Report Adjudication**
  - **Set Up**
  - **Management**
- **Adverse Action Letter Administration**
  - **Copy of Report Notification included**
- **Needs Attention Administration**

### REPORT ADJUDICATION SET UP

The account 'Administrator' will provide Active Screening with their company specific Adjudication Criteria pertaining to criminal history results.

- **Standard Criminal History Adjudication Criteria**
  - **Accept – no records**
  - **Accept with conditions – Any arrest with pending case resolution**
  - **Reject – Any misdemeanor or felony conviction.**

**ADJUDICATION CONFIGURATION**

<p>Type: Accept</p> <p>Accept</p> <p>Criteria: No record</p>		<p>Search Categories Set For Adjudication</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Civil Search</li><li><input checked="" type="checkbox"/> Court Documents</li><li><input type="checkbox"/> Credit Header</li><li><input type="checkbox"/> Credit Report</li><li><input checked="" type="checkbox"/> Criminal Search</li><li><input type="checkbox"/> Driving History</li><li><input type="checkbox"/> Drug Test</li><li><input type="checkbox"/> Education Verification</li><li><input type="checkbox"/> Employment Verification</li><li><input type="checkbox"/> Eviction Search</li><li><input type="checkbox"/> FACIS</li><li><input type="checkbox"/> Financial</li><li><input type="checkbox"/> i9 Verifications</li><li><input checked="" type="checkbox"/> InstantCriminal</li><li><input checked="" type="checkbox"/> Nationwide Wants and Warrants</li><li><input type="checkbox"/> Professional License Verification</li><li><input type="checkbox"/> Reference Verification</li><li><input type="checkbox"/> SSNTrace</li><li><input type="checkbox"/> Workers Compensation</li></ul>
<p>Type: Accept with Conditions</p> <p>Accept with Conditions</p> <p>Criteria: Any arrest with pending case resolution</p>		<p>Save</p>
<p>Type: Reject</p> <p>Reject</p> <p>Criteria: Any misdemeanor or felony conviction</p>		

## ➤ Custom Criminal History Adjudication Criteria (Example)

- Adjudication Criteria
  - By Service
  - By Result

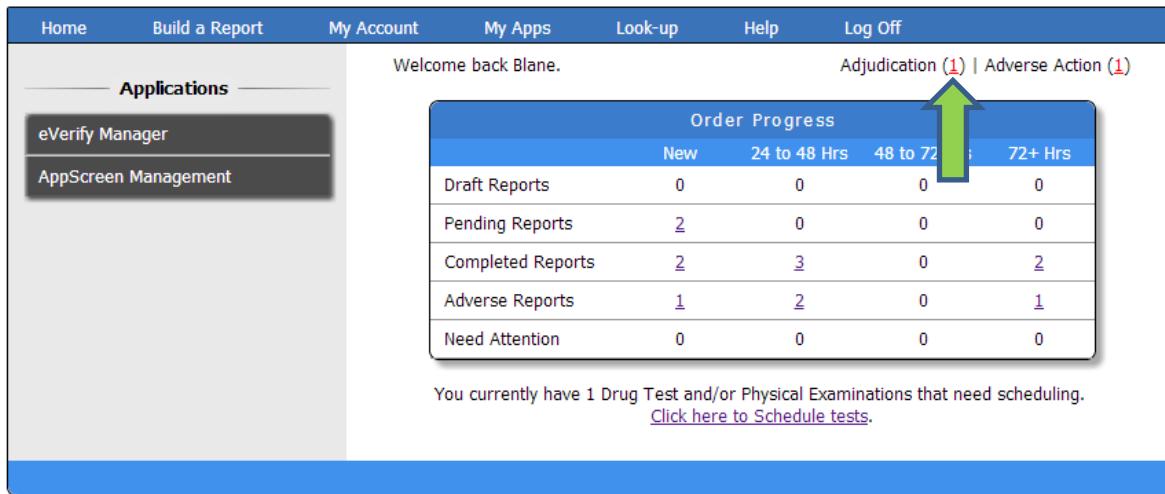
**ADJUDICATION CONFIGURATION**

<p>Type: Accept</p> <p>Accept</p> <p>Criteria: No criminal records or offense less severe than a Misdemeanor.</p>	<p>Search Categories Set For Adjudication</p> <p><input type="checkbox"/> Civil Search</p> <p><input type="checkbox"/> Court Documents</p> <p><input type="checkbox"/> Credit Header</p> <p><input type="checkbox"/> Credit Report</p> <p><input checked="" type="checkbox"/> Criminal Search</p> <p><input type="checkbox"/> Driving History</p> <p><input type="checkbox"/> Drug Test</p> <p><input type="checkbox"/> Education Verification</p> <p><input type="checkbox"/> Employment Verification</p> <p><input type="checkbox"/> Eviction Search</p> <p><input type="checkbox"/> FACIS</p> <p><input type="checkbox"/> Financial</p> <p><input type="checkbox"/> i9 Verifications</p> <p><input checked="" type="checkbox"/> InstantCriminal</p> <p><input checked="" type="checkbox"/> Nationwide Wants and Warrants</p> <p><input type="checkbox"/> Professional License Verification</p> <p><input type="checkbox"/> Reference Verification</p> <p><input type="checkbox"/> SSNTrace</p> <p><input type="checkbox"/> Workers Compensation</p>
<p>Type: Accept with Conditions</p> <p>Criteria:</p>	
<p>Type: Reject</p> <p>Reject</p> <p>Criteria: All below reject criteria only pertains to a charge level of Misdemeanor and Above.</p> <p>1. Conviction or any pending, warrant or open felony record</p> <p>2. Conviction or any pending, warrant or open crime against a minor, regardless of the offense</p> <p>3. Conviction or any pending, warrant or open crime involving force or threat of force against a person .excluding ordinance violations for public behavior/fighting</p> <p>4. Conviction or any pending, warrant or open crime in which sexual behavior is an element or attempted crime; including "victimless" crimes of a sexual nature (including pornography)</p> <p>5. Conviction or any pending, warrant or open crime involving controlled substances or attempted crime (not paraphernalia or alcohol)</p> <p>6. Conviction or any pending, warrant or open crime involving cruelty to animals</p> <p>7. Any sex offender registrant</p>	<p style="text-align: center;">Save</p>

**The information retrieved from the source (e.g. County Court Record Repository) will be adjudicated according to the client established criteria. The corresponding status will be applied (i.e. Accept, Reject, etc.) and the result will be posted to the ACTivate platform.**

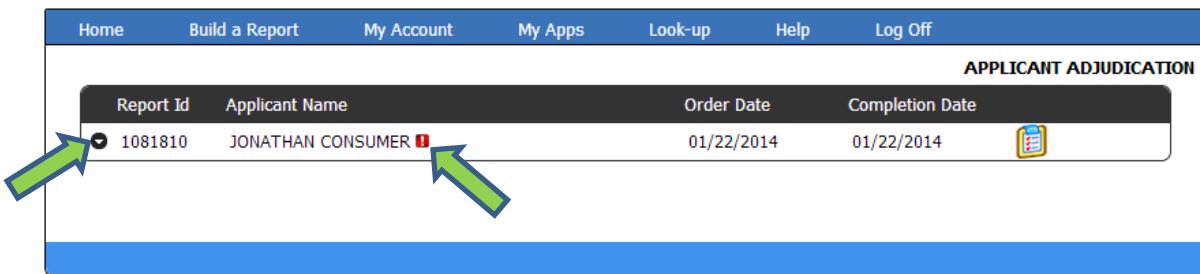
## CLIENT REPORT ADJUDICATION MANAGEMENT

Upon login, the client user will know immediately if they have a result that requires adjudication. On the 'Home' screen, reports requiring adjudication will appear as a red number next to the word 'Adjudication'. The client user will click on the number in parenthesis.



The screenshot shows the ACTivate Home screen. At the top, there is a navigation bar with links: Home, Build a Report, My Account, My Apps, Look-up, Help, and Log Off. Below the navigation bar, there is a 'Welcome back Blane.' message. To the right of the message is a 'Order Progress' table. The table has four columns: New, 24 to 48 Hrs, 48 to 72 Hrs, and 72+ Hrs. Below the table, a message states: 'You currently have 1 Drug Test and/or Physical Examinations that need scheduling. [Click here to Schedule tests.](#)' A green arrow points to the red number '(1)' in the 'Adjudication' column of the 'Order Progress' table.

The screen will refresh and the client user will be redirected to the 'Applicant Adjudication' screen. Initial at-a-glance alert of derogatory results is indicated by the red exclamation point icon ( ! ).



The screenshot shows the 'Applicant Adjudication' screen. At the top, there is a navigation bar with links: Home, Build a Report, My Account, My Apps, Look-up, Help, and Log Off. Below the navigation bar, there is a table with four columns: Report Id, Applicant Name, Order Date, and Completion Date. The table shows one row: Report Id 1081810, Applicant Name JONATHAN CONSUMER ( ! ), Order Date 01/22/2014, and Completion Date 01/22/2014. A green arrow points to the dropdown arrow ( ! ) next to the Report Id.

The client user will open the 'Order Summary' view of the report by clicking the dropdown arrow ( ! ) next to the Report Id of the applicant in question. The screen will refresh and open the 'Summary' view.

**The 'Order Summary' view provides the client user with an overview of the screening services performed on the applicant and their associated result status. Discrepancies and derogatory results will provide a status associated with what was found and will be color coded in Red.**

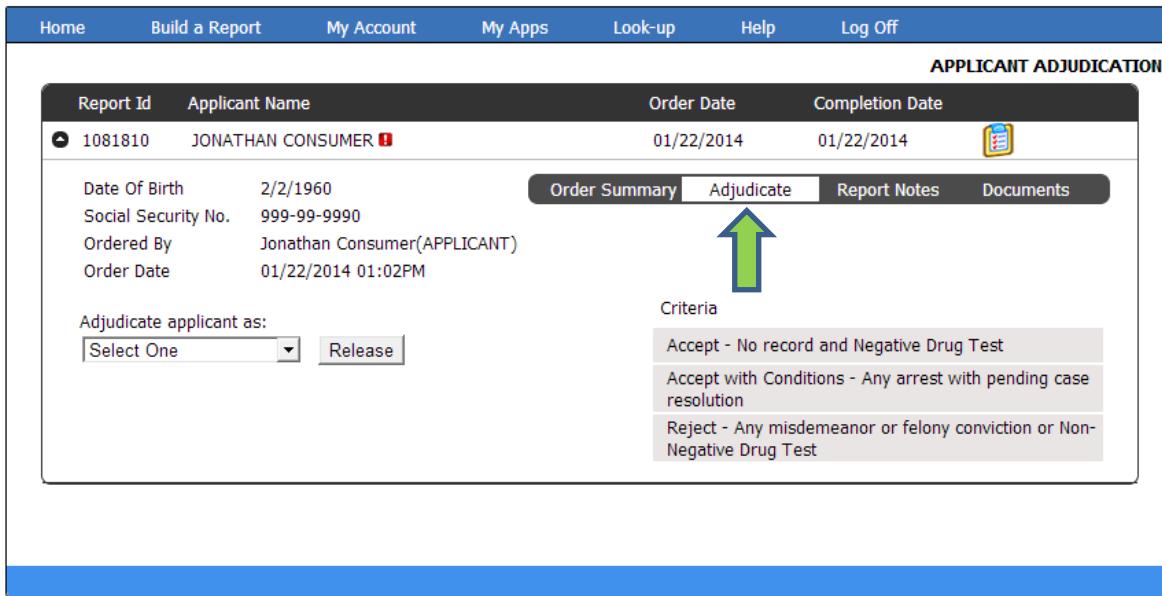
Report Id	Applicant Name	Order Date	Completion Date																																																						
1081810	JONATHAN CONSUMER	01/22/2014	01/22/2014																																																						
<table border="1"> <tr> <td>Date Of Birth</td> <td>2/2/1960</td> <td>Order Summary</td> <td>Adjudicate</td> <td>Report Notes</td> <td>Documents</td> </tr> <tr> <td>Social Security No.</td> <td>999-99-9990</td> <td colspan="4"></td> </tr> <tr> <td>Ordered By</td> <td>Jonathan Consumer(APPLICANT)</td> <td colspan="4"></td> </tr> <tr> <td>Order Date</td> <td>01/22/2014 01:02PM</td> <td colspan="4"></td> </tr> <tr> <th>Search Id</th> <th>Service</th> <th colspan="4">Status</th> </tr> <tr> <td>2336871</td> <td>5 Panel</td> <td colspan="4">NON-NEGATIVE</td> </tr> <tr> <td>2336873</td> <td>County Criminal Search - LOS ANGELES, CA</td> <td colspan="4">NO RECORD</td> </tr> <tr> <td>2336872</td> <td>Multistate Criminal and Sex Offender</td> <td colspan="4">NO RECORD</td> </tr> <tr> <td>2336868</td> <td>SSN Trace</td> <td colspan="4">COMPLETE</td> </tr> </table>				Date Of Birth	2/2/1960	Order Summary	Adjudicate	Report Notes	Documents	Social Security No.	999-99-9990					Ordered By	Jonathan Consumer(APPLICANT)					Order Date	01/22/2014 01:02PM					Search Id	Service	Status				2336871	5 Panel	NON-NEGATIVE				2336873	County Criminal Search - LOS ANGELES, CA	NO RECORD				2336872	Multistate Criminal and Sex Offender	NO RECORD				2336868	SSN Trace	COMPLETE			
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The client user may review the entire report by clicking the clipboard icon ( ). A new window will open with an un-editable version of the report. The completed report includes a summary cover page and corresponding detail page(s) for all searches performed on the applicant in a clear and concise format. In this example, the report indicates the applicant received a non-negative (i.e. Positive) result for Marijuana Metabolites.

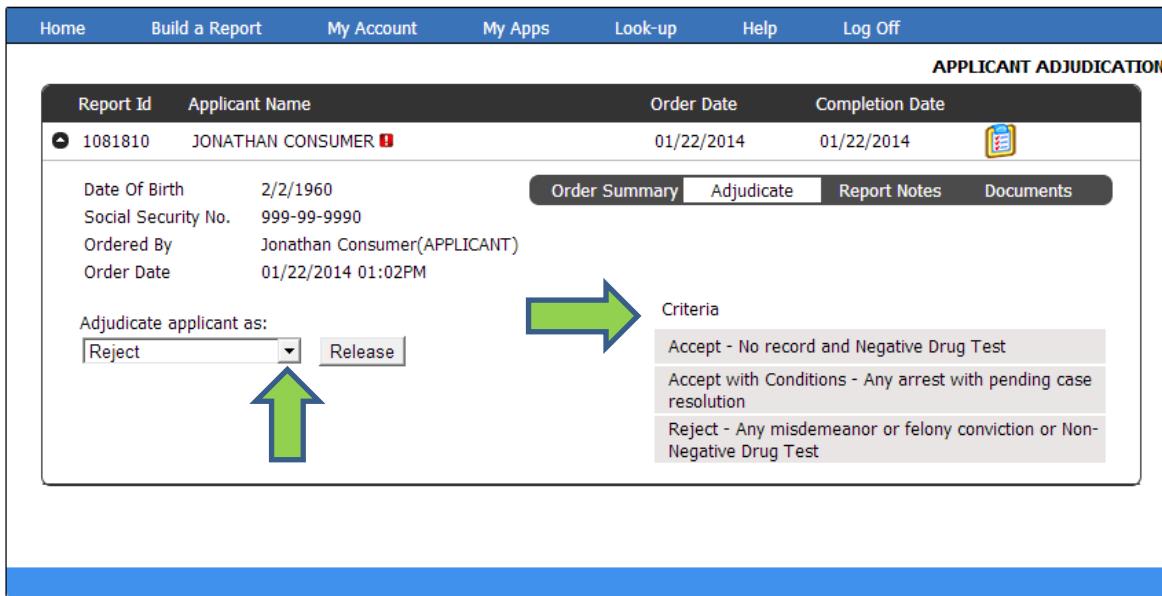
Search ID: 2336871 - 5 PANEL		NON-NEGATIVE																																																
Applicant Screened	CONSUMER, JONATHAN																																																	
Date of Birth	2/2/1960																																																	
SSN	XXX-XX-XXXX																																																	
ALERT	THERE ARE DISCREPANCIES ON THIS SEARCH																																																	
<table border="1"> <thead> <tr> <th>Search Results</th> <th>Test Type</th> <th>Collection Date</th> <th>Collection Time</th> <th>Certified By</th> <th>Urine Temperature</th> </tr> </thead> <tbody> <tr> <td></td> <td>Urine</td> <td>01/22/2014</td> <td>3:15 pm</td> <td>Dr. Test</td> <td>In range</td> </tr> <tr> <td></td> <td>Tested Drugs</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td>Amphetamines</td> <td></td> <td>NEGATIVE</td> <td></td> <td></td> </tr> <tr> <td></td> <td>Cocaine Metabolites</td> <td></td> <td>NEGATIVE</td> <td></td> <td></td> </tr> <tr> <td></td> <td>Marijuana Metabolites</td> <td></td> <td>NON-NEGATIVE</td> <td></td> <td></td> </tr> <tr> <td></td> <td>Opiates</td> <td></td> <td>NEGATIVE</td> <td></td> <td></td> </tr> <tr> <td></td> <td>Phencyclidine</td> <td></td> <td>NEGATIVE</td> <td></td> <td></td> </tr> </tbody> </table>			Search Results	Test Type	Collection Date	Collection Time	Certified By	Urine Temperature		Urine	01/22/2014	3:15 pm	Dr. Test	In range		Tested Drugs						Amphetamines		NEGATIVE				Cocaine Metabolites		NEGATIVE				Marijuana Metabolites		NON-NEGATIVE				Opiates		NEGATIVE				Phencyclidine		NEGATIVE		
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	Phencyclidine		NEGATIVE																																															

Once the report is reviewed, the client user will close the new window and return to the ACTivate Platform window.

**The client user will click on the 'Adjudicate' tab within the 'Order Summary' view. The screen will refresh and open the 'Adjudicate' tab view.**

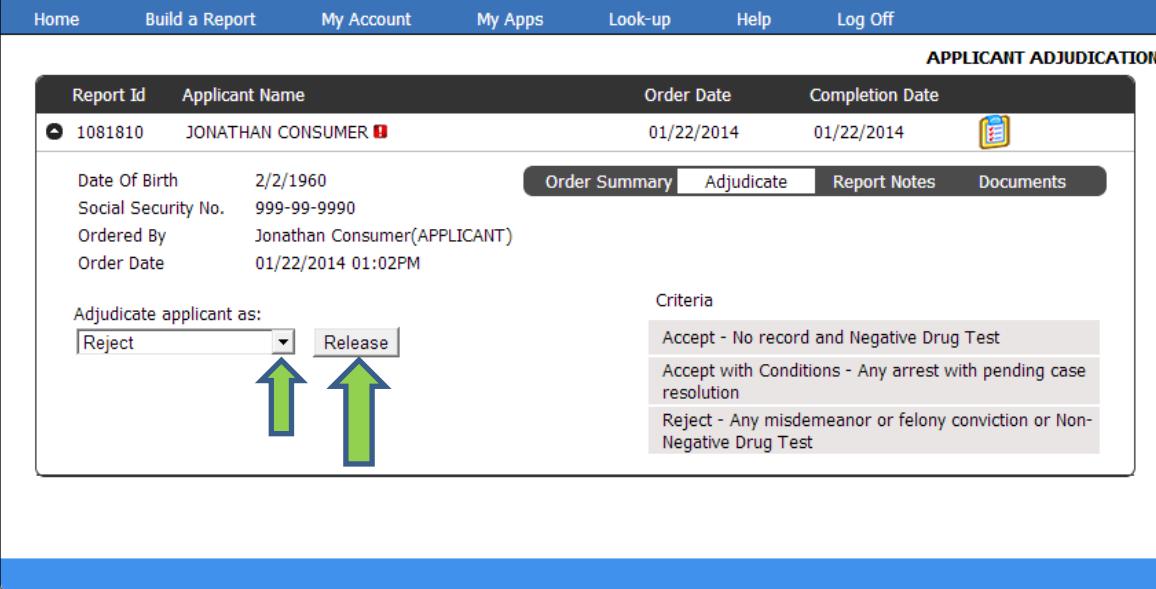


**The 'Adjudicate' view provides the client with their established 'Criteria' used to perform the adjudication and a dropdown selection window to set the applicable status: Accept, Accept with Conditions, and Reject. One of the statuses must be selected before the overall report can be released from the 'Adjudication' queue within the Platform.**



**In this example, the review of the report showed the 5 Panel drug test was a Non-Negative result for Marijuana Metabolites. Per the 'Criteria', a Non-Negative drug test result falls under the status of 'Reject'.**

**The client user will click the dropdown arrow under 'Adjudicate applicant as', select the adjudication status indicated by the 'Criteria', and click 'Release'.**



Home Build a Report My Account My Apps Look-up Help Log Off

APPLICANT ADJUDICATION

Report Id	Applicant Name	Order Date	Completion Date
1081810	JONATHAN CONSUMER	01/22/2014	01/22/2014

Date Of Birth: 2/2/1960      Social Security No.: 999-99-9990      Ordered By: Jonathan Consumer(APPLICANT)      Order Date: 01/22/2014 01:02PM

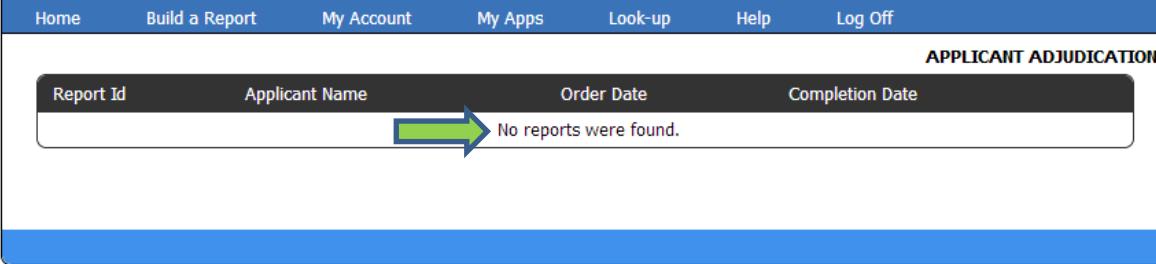
Adjudicate applicant as:

Reject      Release

Criteria

- Accept - No record and Negative Drug Test
- Accept with Conditions - Any arrest with pending case resolution
- Reject - Any misdemeanor or felony conviction or Non-Negative Drug Test

**The screen will refresh and update the 'Applicant Adjudication' screen. Once all applicant reports have been adjudicated, the 'Applicant Adjudication' screen will show 'No reports were found'.**



Home Build a Report My Account My Apps Look-up Help Log Off

APPLICANT ADJUDICATION

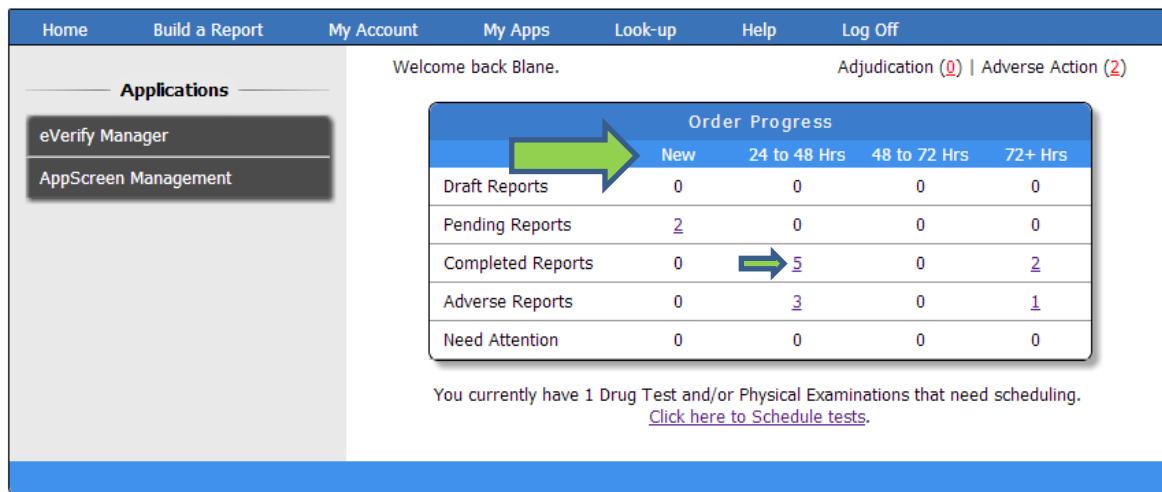
Report Id	Applicant Name	Order Date	Completion Date
No reports were found.			

**The client user may navigate to any part of the system designated along the header; Home, Build a Report, My Account, My Apps, Look-up, Help, and Log Off.**

**Completed Reports Status Indicators:**

**Client users may view completed, adjudicated report results that include at-a-glance status indicators on the 'Completed Reports' screen, the completed report 'Summary View' screen and on the overall result 'Report'.**

**To view at-a-glance status indicators, the client user will login, land on the 'Home' screen, and click the corresponding completed report link in the 'Order Progress' matrix based on the desired time frame: New, 24 to 48 hours, 48 to 72 hours, or 72+ hours.**

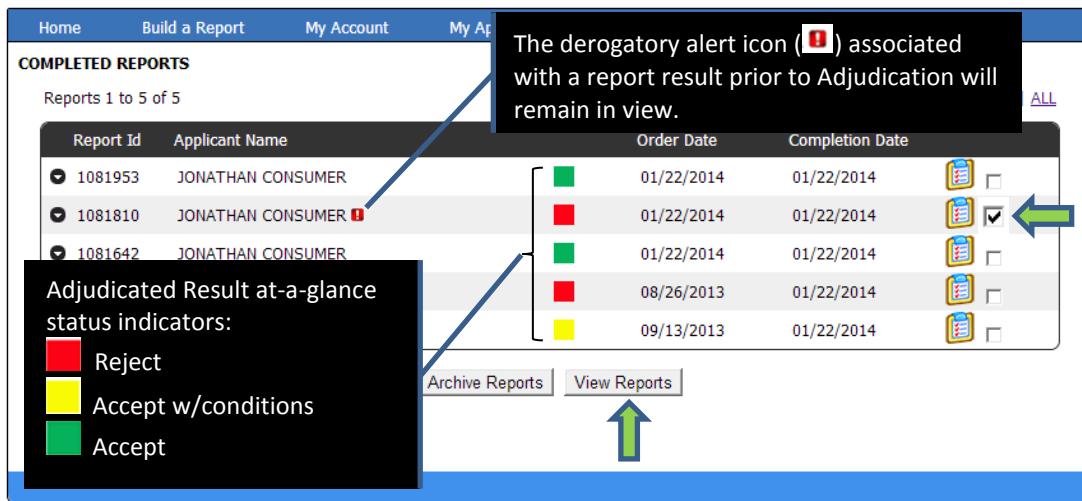


The screenshot shows the ACTivate Home screen. The top navigation bar includes links for Home, Build a Report, My Account, My Apps, Look-up, Help, and Log Off. The 'My Account' section displays a welcome message 'Welcome back Blane.' and links for 'Adjudication (0)' and 'Adverse Action (2)'. The main content area features a 'Order Progress' matrix. The matrix has columns for 'New', '24 to 48 Hrs', '48 to 72 Hrs', and '72+ Hrs'. The rows are 'Draft Reports' (0), 'Pending Reports' (2), 'Completed Reports' (5), 'Adverse Reports' (0), and 'Need Attention' (0). A green arrow points to the 'Completed Reports' row. Another green arrow points to the hyperlinked number '5' in the 'Completed Reports' cell.

	New	24 to 48 Hrs	48 to 72 Hrs	72+ Hrs
Draft Reports	0	0	0	0
Pending Reports	2	0	0	0
Completed Reports	0	5	0	2
Adverse Reports	0	3	0	1
Need Attention	0	0	0	0

You currently have 1 Drug Test and/or Physical Examinations that need scheduling.  
[Click here to Schedule tests.](#)

**Clicking a hyperlinked number in the 'Completed Reports' row of the 'Order Progress' matrix will cause the screen to refresh and the client user will be redirected to the 'Completed Reports' screen.**



The derogatory alert icon (red exclamation mark) associated with a report result prior to Adjudication will remain in view.

ALL

COMPLETED REPORTS

Reports 1 to 5 of 5

Report Id	Applicant Name	Order Date	Completion Date
1081953	JONATHAN CONSUMER	01/22/2014	01/22/2014
1081810	JONATHAN CONSUMER	01/22/2014	01/22/2014
1081642	JONATHAN CONSUMER	01/22/2014	01/22/2014
		08/26/2013	01/22/2014
		09/13/2013	01/22/2014

Archive Reports | View Reports

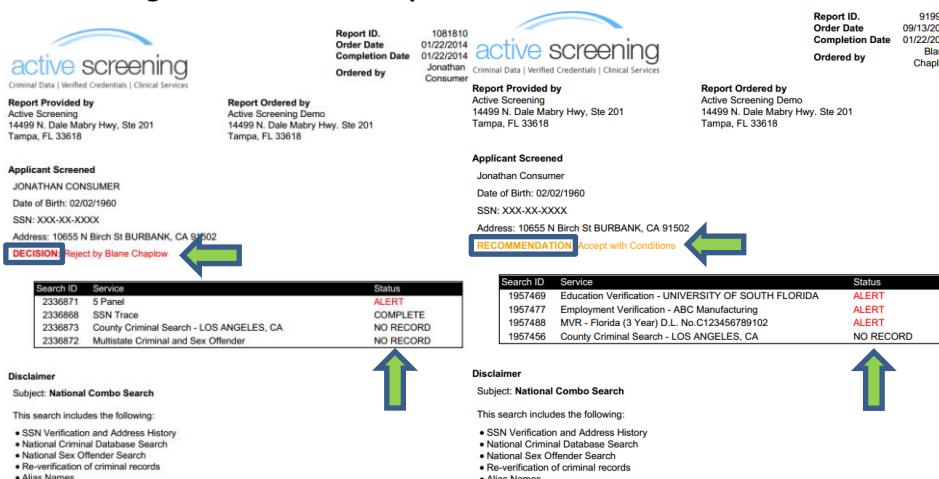
Adjudicated Result at-a-glance status indicators:

- Reject
- Accept w/conditions
- Accept

The at-a-glance adjudication status indicators provide a clear and concise decision of the reported results as it relates to the employment screening adjudication requirements established by the client.

To view the official reported result of the employment screening services processed on a particular applicant, click the check box corresponding to the applicant you want to view and click 'View Reports' or simply click the clipboard (copy) icon associated with that applicant.

The Report cover page will include an overall Report Adjudication Status (i.e. Decision or Recommendation\*) and an individual service status (i.e. Status). Adjudication Status related to 'Reject' and 'Accept with Conditions' are color coded on the Report in direct correlation with 'Adjudication' at-a-glance color coded status indicators. Individual Service Status will be; red - indicating derogatory information was found for that individual service result, or black - indicating no derogatory information was found for that individual service result regardless of the Adjudication assigned to the overall reported result.



active screening

Criminal Data | Verified Credentials | Clinical Services

Report Provided by  
Active Screening  
14499 N. Dale Mabry Hwy, Ste 201  
Tampa, FL 33618

Report Ordered by  
Active Screening Demo  
14499 N. Dale Mabry Hwy, Ste 201  
Tampa, FL 33618

Report ID: 1081810  
Order Date: 01/22/2014  
Completion Date: 01/22/2014  
Ordered by: Jonathan Consumer

Report Ordered by  
Active Screening Demo  
14499 N. Dale Mabry Hwy, Ste 201  
Tampa, FL 33618

Report ID: 919904  
Order Date: 09/13/2013  
Completion Date: 01/22/2014  
Ordered by: Blane Chaplow

Applicant Screened  
Jonathan Consumer  
Date of Birth: 02/02/1960  
SSN: XXX-XX-XXXX  
Address: 10655 N Birch St BURBANK, CA 91502

DECISION: Rejected by Blane Chaplow

RECOMMENDATION: Accept with Conditions

Search ID	Service	Status
2336871	5 Panel	ALERT
2336968	SSN Trace	COMPLETE
2336873	County Criminal Search - LOS ANGELES, CA	NO RECORD
2336872	Multistate Criminal and Sex Offender	NO RECORD

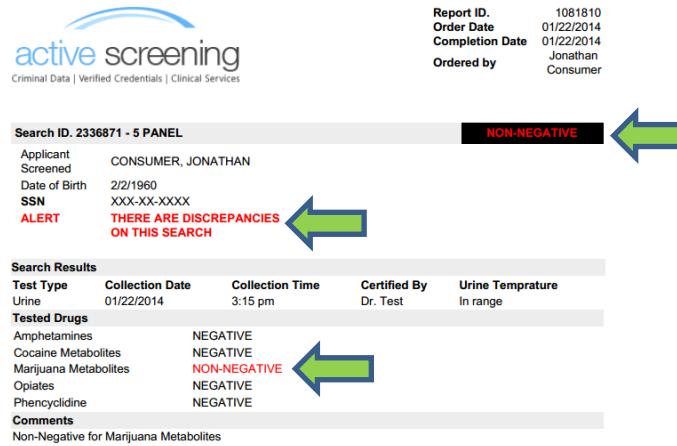
Search ID	Service	Status
1957469	Education Verification - UNIVERSITY OF SOUTH FLORIDA	ALERT
1957477	Employment Verification - ABC Manufacturing	ALERT
1957488	MVR - Florida (3 Year) D.L. No. C123456789102	ALERT
1957456	County Criminal Search - LOS ANGELES, CA	NO RECORD

Disclaimer  
Subject: National Combo Search  
This search includes the following:  
• SSN Verification and Address History  
• National Criminal Database Search  
• National Sex Offender Search  
• Re-verification of criminal records  
• Alias Names

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\* Note: Report Adjudication Status of "Recommendation" will be on the Report Summary page if Active Screening performs the Adjudication on behalf of the client.

You may scroll down to review the Reports individual service detail page(s). All derogatory information found related to the individual service performed will be clearly indicated in red.



Report ID.	1081810
Order Date	01/22/2014
Completion Date	01/22/2014
Ordered by	Jonathan Consumer

Search ID. 2336871 - 5 PANEL	
Applicant Screened	CONSUMER, JONATHAN
Date of Birth	2/2/1960
SSN	XXX-XX-XXXX
ALERT	THERE ARE DISCREPANCIES ON THIS SEARCH

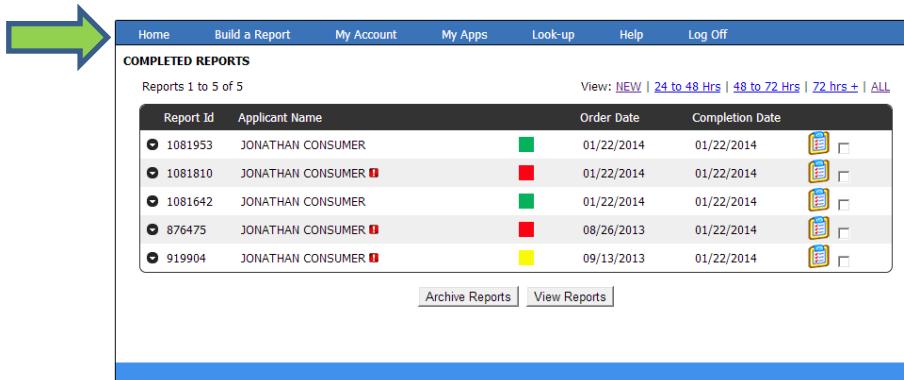
Test Type	Collection Date	Collection Time	Certified By	Urine Temperature
Urine	01/22/2014	3:15 pm	Dr. Test	In range

Tested Drugs	
Amphetamines	NEGATIVE
Cocaine Metabolites	NEGATIVE
Marijuana Metabolites	NON-NEGATIVE
Opiates	NEGATIVE
Phencyclidine	NEGATIVE

Comments	
Non-Negative for Marijuana Metabolites	

The client requestor will close the new window after completing their review of the report.

The client user may navigate to any part of the system designated along the header; Home, Build a Report, My Account, My Apps, Look-up, Help, and Log Off.



Report Id	Applicant Name	Order Date	Completion Date
1081953	JONATHAN CONSUMER	01/22/2014	01/22/2014
1081810	JONATHAN CONSUMER D	01/22/2014	01/22/2014
1081642	JONATHAN CONSUMER	01/22/2014	01/22/2014
876475	JONATHAN CONSUMER D	08/26/2013	01/22/2014
919904	JONATHAN CONSUMER D	09/13/2013	01/22/2014

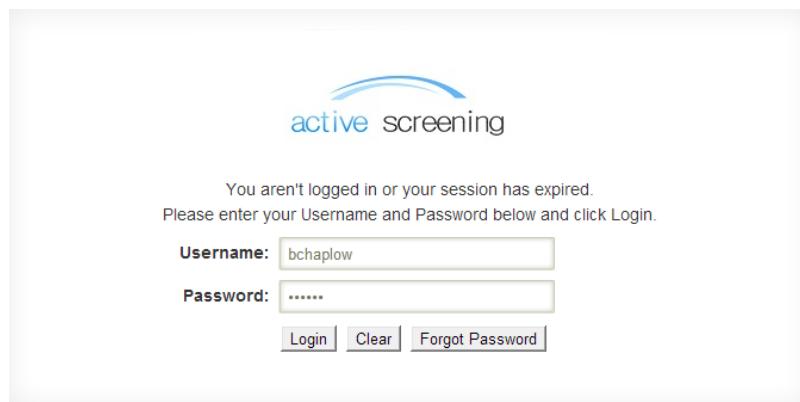
### ADVERSE ACTION ADMINISTRATION

**The client requestor will receive a notification email that an applicant's background screen was completed. The email will include a link to the ACTivate login screen; 'Login to view results: <https://services.activescreening.com/login.cfm>' - Click on the link.**

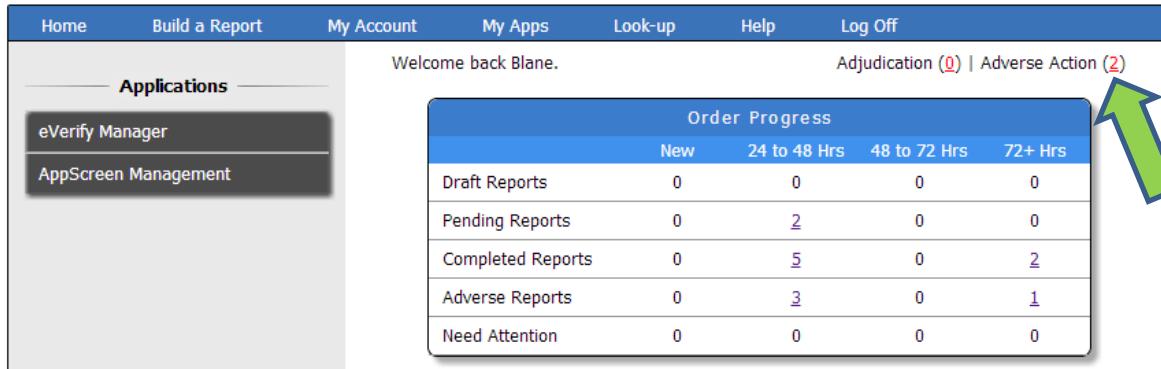
From: support@activescreening.com  
To: bchaplow@priorityresearch.com  
Cc:  
Subject: Notification - Completed Report from Active Screening



**The client user will enter their *username* and *password* to access the ACTivate platform.**



From the 'Home' screen, the client requestor will see the 'Order Progress' matrix. On the 'Home' screen, reports requiring the client user to perform the Adverse Action process will appear as a red number in parenthesis next to the words 'Adverse Action' just under the header row.



The screenshot shows the ACTivate Home screen. On the left, there's a sidebar with 'Applications' and two buttons: 'eVerify Manager' and 'AppScreen Management'. The main area has a 'Welcome back Blane.' message and a 'Log Off' button. Below these are two sections: 'Order Progress' and 'Adjudication (1) | Adverse Action (2)'. The 'Order Progress' section is a table with columns: New, 24 to 48 Hrs, 48 to 72 Hrs, and 72+ Hrs. It lists five rows: Draft Reports (0, 0, 0, 0), Pending Reports (0, 2, 0, 0), Completed Reports (0, 5, 0, 2), Adverse Reports (0, 3, 0, 1), and Need Attention (0, 0, 0, 0). A green arrow points to the '(2)' in 'Adverse Action (2)'.

The client user will click on the number in parenthesis. The screen will refresh and the client user will be redirected to the 'Adverse Action Manager' screen.



The screenshot shows the 'ADVERSE ACTION MANAGER' screen. It has two main sections: 'STAGE: INITIATE' and 'STAGE: PRE-ADVERSE'. Each section has a table with columns: Report ID, Applicant Name, Date, and User. The 'INITIATE' section shows Report ID 1061810 and Applicant Name JONATHAN CONSUMER. The 'PRE-ADVERSE' section shows Report ID 1062091 and Applicant Name Jonathan Consumer. Each row has a set of five quick action icons: a green circle with a plus sign, a question mark, a green envelope, a magnifying glass, and a red circle with a minus sign. A green arrow points to the '(2)' in 'Adverse Action (2)' on the Home screen, and another green arrow points to the 'INITIATE' section. A blue arrow points from the 'PRE-ADVERSE' section to a pop-up window at the bottom. The pop-up window shows a detailed report with sections like 'Report Provided By', 'Report Ordered by', 'Applicant Details', 'Report Status', and 'Report History'. A black box on the right lists the icons: green circle with plus for 'Create a letter', question mark for 'Dispute', green envelope for 'Resend', magnifying glass for 'View', and red circle with minus for 'Cancel'.

The 'Adverse Action Manager' screen will display all applicants that need the Adverse Action process, the stage of the process for each applicant and quick action icons to facilitate the process. Clicking the 'Report ID' link will open a pop up window displaying a non-editable version of the final Report for review.

The client user will click the 'create' (green circle with plus) icon to initiate the letter process. The screen will refresh and the client user will be redirected to the 'Adverse Action Letters' screen.

Home	Build a Report	My Account	My Apps	Look-up	Help	Log Off
<b>ADVERSE ACTION LETTERS</b>						
Stage: <b>INITIATE</b>						
Report ID <b>1081810</b>	Applicant Name <b>JONATHAN CONSUMER</b>	Date <b>01/23/2014 02:06 PM</b>	User			
How will you be sending this Pre-Adverse Action Letter to the applicant?						
<input checked="" type="radio"/> Postal Service <input type="radio"/> Email						
<input type="button" value="Create Pre-Adverse Action Letter"/> <input type="button" value="Cancel"/>						

**The letter type will be indicated under the applicant's name. The client user may choose to send the letter via 'Postal Service' or 'Email'.**

**'Postal Service' – The postal service radio button will be marked by default when the screen opens. The client user will click 'Create Pre-Adverse Action Letter'. The screen will refresh and a pre-populated pre-adverse action letter screen will appear that includes the applicant's Summary of Rights under the Fair Credit Reporting Act. The client user can save/print this letter for delivery through the postal service and include a copy of the official screening result 'Report'.**

*Para informacion en espanol, visite [www.consumerfinance.gov/learnmore](http://www.consumerfinance.gov/learnmore) o escribe a la Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20006.*

**A Summary of Your Rights Under the Fair Credit Reporting Act**

The federal Fair Credit Reporting Act (FCRA) promotes the accuracy, fairness, and privacy of information in the files of consumer reporting agencies. There are many types of consumer reporting agencies, including credit bureaus and specialty agencies (such as agencies that sell information about check writing histories, medical records, and rental history records). Here is a summary of your major rights under the FCRA. For more information, including information about additional rights, go to [www.consumerfinance.gov/learnmore](http://www.consumerfinance.gov/learnmore) or write to: Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20006.

**• You must be told if information in your file has been used against you.** Anyone who uses a credit report or another type of consumer report to deny your application for credit, insurance, or employment – or to take another adverse action against you – must tell you, and must give you the name, address, and phone number of the agency that provided the information.

**• You have the right to know what is in your file.** You may request and obtain all the information about you in the files of a consumer reporting agency (your “file disclosure”). You will be required to provide proper identification, which may include your Social Security number. In many cases, the disclosure will be free. You are entitled to a free file disclosure if:

- a person has taken adverse action against you because of information in your credit report;
- you are the victim of identity theft and place a fraud alert in your file;
- your file contains inaccurate information as a result of fraud;
- you are on public assistance;
- you are unemployed but expect to apply for employment within 60 days.

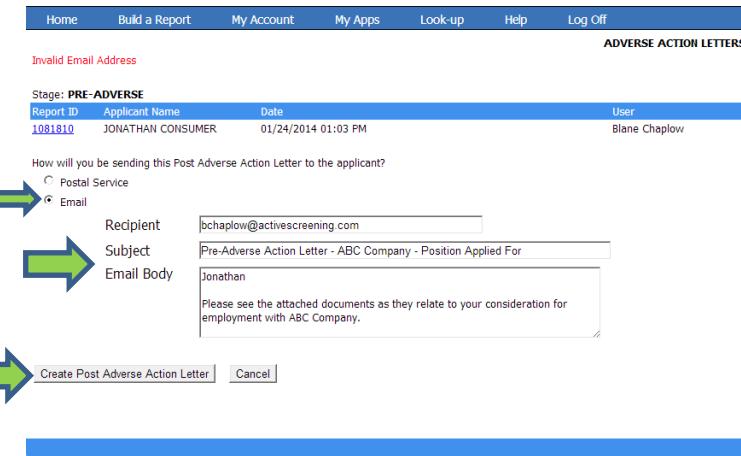
In addition, all consumers are entitled to one free disclosure every 12 months upon request from each nationwide credit bureau and from nationwide specialty consumer reporting agencies. See [www.consumerfinance.gov/learnmore](http://www.consumerfinance.gov/learnmore) for additional information.

**• You have the right to ask for a credit score.** Credit scores are numerical summaries of your credit-worthiness based on information from credit bureaus. You may request a credit score from consumer reporting agencies that create scores or distribute scores used in residential real property loans, but you will have to pay for it. In some mortgage transactions, you will receive credit score information for free from the mortgage lender.

**• You have the right to dispute incomplete or inaccurate information.** If you identify information in your file that is incomplete or inaccurate, and report it to the consumer reporting agency, the agency must investigate unless your dispute is frivolous. See [www.consumerfinance.gov/learnmore](http://www.consumerfinance.gov/learnmore) for an explanation of dispute procedures.

**• Consumer reporting agencies must correct or delete incomplete, incomplete, or unverifiable information.** Incomplete, incomplete or unverifiable information must be removed

**'Email' – The client user will click the 'Email' radio button. The screen will refresh and open email related fields to be completed by the client user.**



Invalid Email Address

Stage: PRE-ADVERSE

Report ID	Applicant Name	Date	User
1081810	JONATHAN CONSUMER	01/24/2014 01:03 PM	Blane Chaplow

How will you be sending this Post Adverse Action Letter to the applicant?

Postal Service  Email

Recipient: bchaplow@activescreening.com

Subject: Pre-Adverse Action Letter - ABC Company - Position Applied For

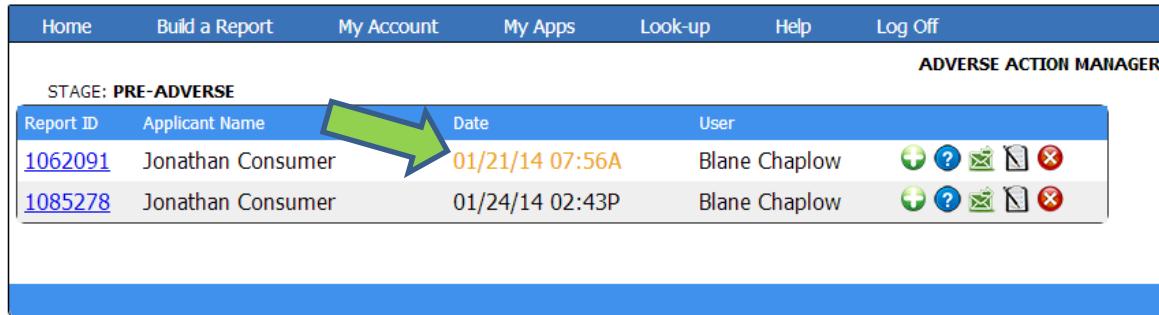
Email Body:  
Jonathan  
Please see the attached documents as they relate to your consideration for employment with ABC Company.

**Create Post Adverse Action Letter** **Cancel**

**The client user will complete each of the email fields according to their company policy and click 'Create Pre-Adverse Action Letter'. The email notification will be delivered to the applicant immediately. The email will have the Pre-Adverse Action Letter that includes the Summary of Rights under the FCRA and a copy of the reported background check result for the applicant to review. The applicant is given 5 days to contact Active Screening or the client to dispute the results.**



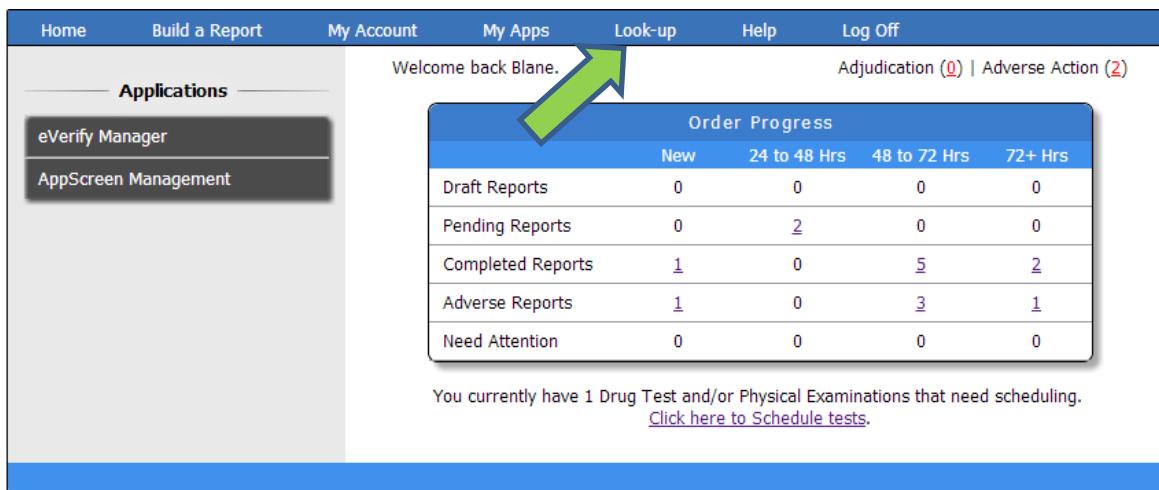
**The screen will refresh and the client user will be redirected back to the 'Adverse Action Manager' screen. The adverse action 'Stage' for each applicant will be updated. Those applicants that have completed the Adverse Action process will be removed from the 'Adverse Action Manager' screen.**



Report ID	Applicant Name	Date	User
1062091	Jonathan Consumer	01/21/14 07:56A	Blane Chaplow
1085278	Jonathan Consumer	01/24/14 02:43P	Blane Chaplow

The 'Date' color will change from black to yellow to red based on the amount of days since the 'pre-adverse' letter was sent. On the third day, the 'Date' will change to yellow and on the sixth day, the 'Date' will change to red. Once the date has changed to red, the client user may send the 'Post Adverse Action Letter' unless the applicant has filed a dispute.

If the applicant disputes the results within the 5 day window, Active Screening will work directly with the applicant to obtain details of the dispute. Active Screening performs the disputed service(s) again at no cost to the client and provides the results both to the client and applicant.



	New	24 to 48 Hrs	48 to 72 Hrs	72+ Hrs
Draft Reports	0	0	0	0
Pending Reports	0	2	0	0
Completed Reports	1	0	5	2
Adverse Reports	1	0	3	1
Need Attention	0	0	0	0

You currently have 1 Drug Test and/or Physical Examinations that need scheduling.  
[Click here to Schedule tests.](#)

The client user will click on 'Look-up' on the header row. The screen will refresh and the client user will be redirected to the 'Order Archive' screen. The client user will submit the Subjects First and Last Name and click 'Search'.

Home Build a Report My Account My Apps Look-up Help Log Off

**ORDER ARCHIVE**

Search ID	Report ID	Search Status
<input type="text"/>	<input type="text"/>	<input type="button" value="VIEW ALL"/>
Subject's First Name	Subject's Last Name	Social Security No.
<input type="text" value="Jonathan"/>	<input type="text" value="Consumer"/>	<input type="text"/>
Reference No.	County	State
<input type="text"/>	<input type="text"/>	<input type="button" value="ALL"/>
Order Date Range	Completion Date Range	Ordered By
<input type="text"/> to <input type="text"/>	<input type="text"/> to <input type="text"/>	<input type="button" value="ALL"/>
Position	Type of Service	
<input type="text"/>	<input type="text" value="ALL"/>	
Select desired sorting option for this search		
<input type="button" value="Report ID(High to Low)"/>  <input type="button" value="Search"/>		

**The screen will refresh and the client user will be redirected to the 'Search Reports' screen.**

Home Build a Report My Account My Apps Look-up Help Log Off

**SEARCH REPORTS**

Reports 1 to 1 of 1

Report Id	Applicant Name	Order Date	Completion Date
1085278	JONATHAN CONSUMER 	 01/24/2014	01/24/2014  

**The client user will click on the dropdown arrow (▼) next to the 'Report Id' to open the 'Summary View' screen.**

Home Build a Report My Account My Apps Look-up Help Log Off

**SEARCH REPORTS**

Reports 1 to 1 of 1

Report Id	Applicant Name	Order Date	Completion Date
1085278	JONATHAN CONSUMER 	 01/24/2014	01/24/2014  

Date Of Birth	2/2/1960	<a href="#">Summary</a>	<a href="#">Report Notes</a>	<a href="#">Documents</a>	<a href="#">Compliance</a>
Social Security No.	999-99-9990				
Ordered By	Blane Chaplow				
Order Date	01/24/2014 02:37PM				
Completion Date	01/24/2014 02:41PM				

Search Id	Service	Status
2345508	County Criminal Search - LOS ANGELES, CA	RECORD
2345506	National	NO RECORD
2345507	SSN Trace	COMPLETE

[View Reports](#)

 [Dispute](#) | [Add to Report](#)

**The client user will click on 'Dispute'. The screen will refresh and the client user will be redirected to the 'New Dispute' screen.**

**The client user will choose which service type the applicant is disputing, click the dropdown under 'Type of Dispute' and choose one of the three options (i.e. Missed Record, Invalid Record, Incorrect Details), and provide the reason(s) for the dispute in the text window.**

Home Build a Report My Account My Apps Look-up Help Log Off

**NEW DISPUTE**

**JONATHAN CONSUMER** REPORT ID. 1085278

Date Of Birth 2/2/1960  
 Social Sec. No. 999-99-9990  
 Ordered By Blane Chaplow  
 Creation Date 01/24/2014 02:37PM

Select the Order to Dispute

Search ID	Service	Status
2345508	County Criminal Search - LOS ANGELES, CA	RECORD
2345506	National -	NO RECORD
2345507	SSN Trace -	COMPLETE
2345505	Standard Criminal History -	COMPLETE

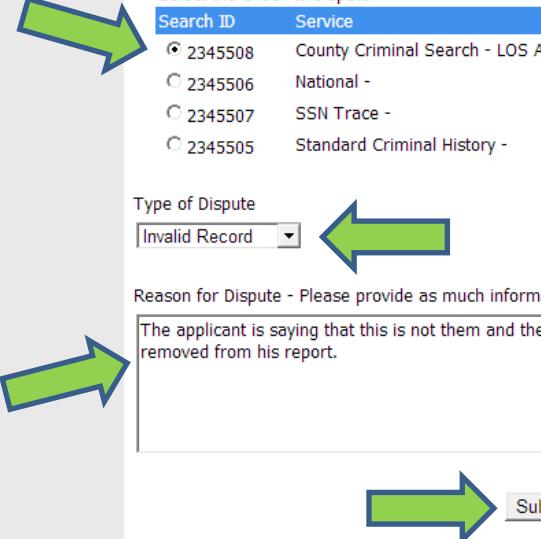
Type of Dispute

Invalid Record

Reason for Dispute - Please provide as much information as possible.

The applicant is saying that this is not them and the record should be removed from his report.

Submit

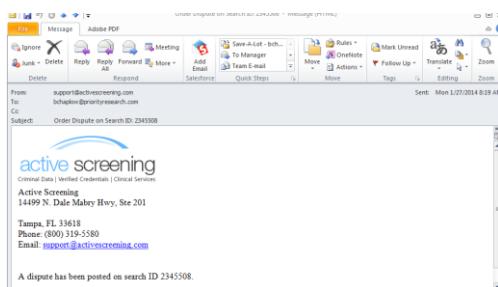


**The client user will click 'Submit', the screen will refresh and a confirmation that the dispute has been submitted will appear.**

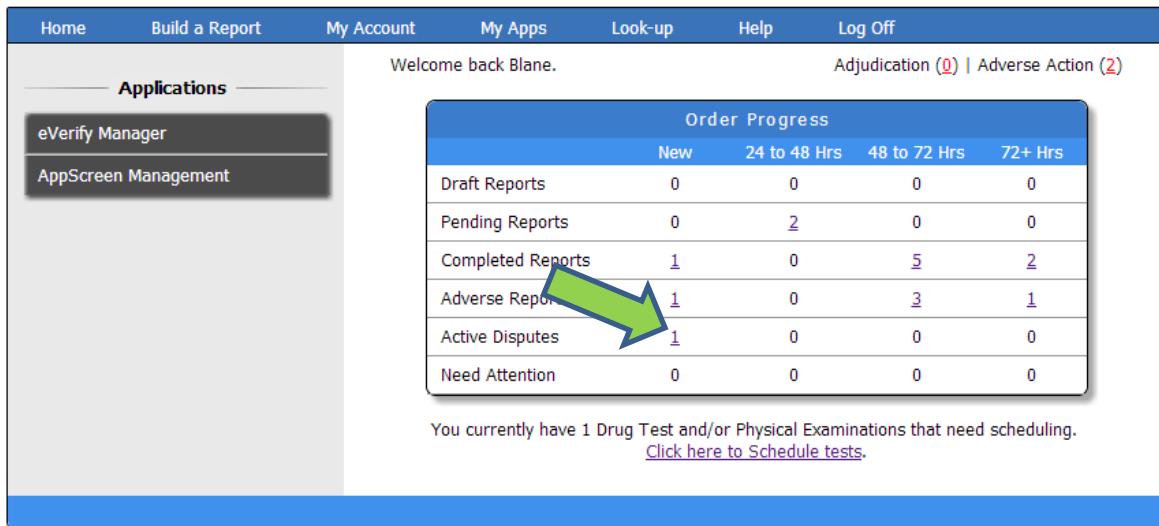
Home Build a Report My Account My Apps Look-up Help Log Off

Your Dispute has been posted. The details will be sent via email to Administration.

**The client administrator will receive a notification email of the dispute.**



**The client user may navigate to any part of the system designated along the header; Home, Build a Report, My Account, My Apps, Look-up, Help, and Log Off.**



Home Build a Report My Account My Apps Look-up Help Log Off

Welcome back Blane. Adjudication (0) | Adverse Action (2)

**Applications**

- eVerify Manager
- AppScreen Management

	New	24 to 48 Hrs	48 to 72 Hrs	72+ Hrs
Draft Reports	0	0	0	0
Pending Reports	0	2	0	0
Completed Reports	1	0	5	2
Adverse Reports	1	0	3	1
Active Disputes	1	0	0	0
Need Attention	0	0	0	0

You currently have 1 Drug Test and/or Physical Examinations that need scheduling. [Click here to Schedule tests.](#)

**'Active Disputes' may be viewed on the 'Order Progress' matrix and reviewed by clicking the associated link along the 'Active Disputes' row. The screen will refresh and the client user will be redirected to the 'Disputed Orders' screen.**



Home Build a Report My Account My Apps Look-up Help Log Off

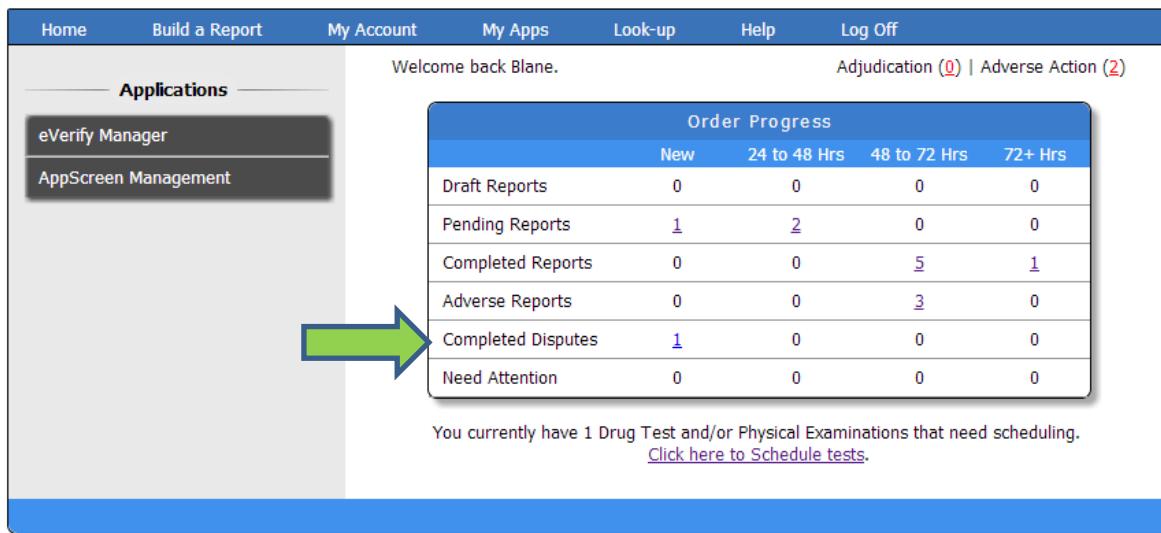
**DISPUTED ORDERS**

Records 1 to 1 of 1 View: [NEW](#) | [24 to 48 Hrs](#) | [48 to 72 Hrs](#) | [72 hrs +](#) | [ALL](#)

Search ID	Applicant / Service	Status	Dispute Date	Last Updated
2345508	JONATHAN CONSUMER	Pending	01/27/2014	
County Criminal Search - LOS ANGELES, CA - <a href="#">View</a>				

**Active Screening will manage the dispute process and make notes on the applicant report to reflect activity/findings. These notes may be viewed by clicking 'Dispute History' or the 'View' link next to the disputed record.**

**Once the dispute process has been completed, the 'Home' Screen will show a line item in the 'Order Progress' matrix labeled 'Completed Disputes'.**



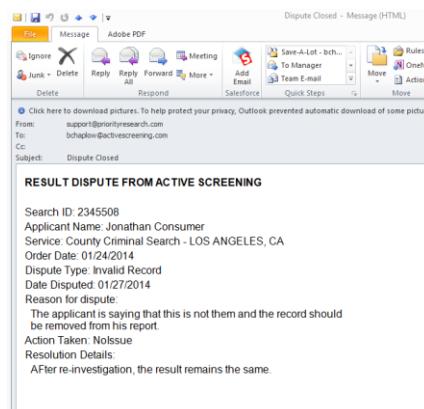
Welcome back Blane.

Adjudication (0) | Adverse Action (2)

Order Progress				
	New	24 to 48 Hrs	48 to 72 Hrs	72+ Hrs
Draft Reports	0	0	0	0
Pending Reports	1	2	0	0
Completed Reports	0	0	5	1
Adverse Reports	0	0	3	0
Completed Disputes	1	0	0	0
Need Attention	0	0	0	0

You currently have 1 Drug Test and/or Physical Examinations that need scheduling.  
[Click here to Schedule tests.](#)

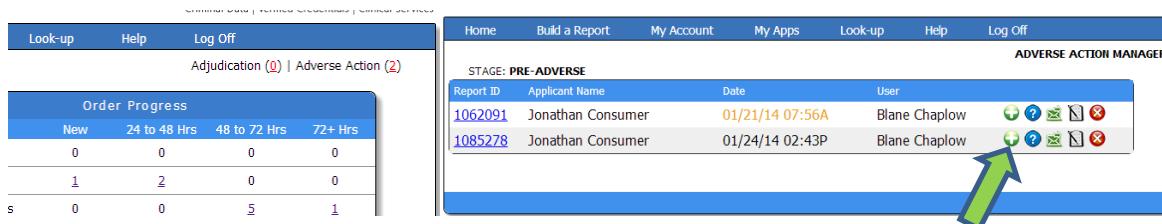
**The client user will receive a notification email regarding the completed dispute.**



**If the disputed result remains the same and/or the applicant does not dispute the result within 5 days, the client requestor will initiate the 'Post-Adverse' Action letter.**

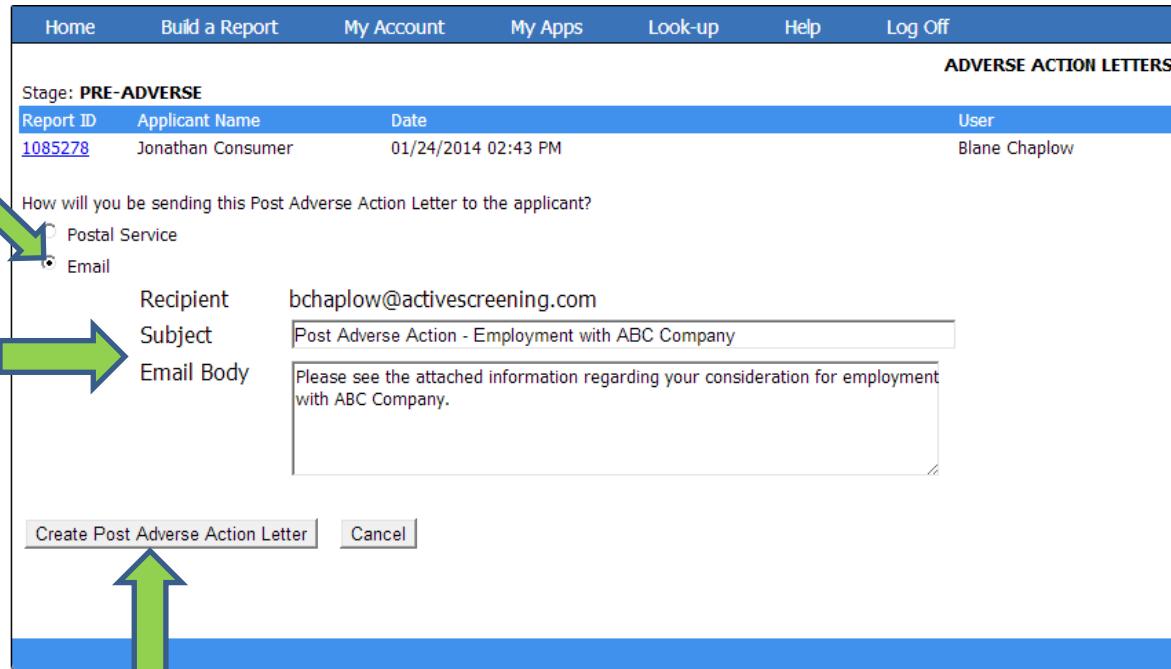
**The client requestor will navigate to the 'Adverse Action Manager' Screen and click the 'Create' icon.**





Report ID	Applicant Name	Date	User
1062091	Jonathan Consumer	01/21/14 07:56A	Blane Chaplow
1085278	Jonathan Consumer	01/24/14 02:43P	Blane Chaplow

The screen will refresh and the client user will choose the delivery method, complete the email subject and body, and click 'Create Post Adverse Action Letter'.



How will you be sending this Post Adverse Action Letter to the applicant?

Postal Service  
 Email

Recipient: bchaplow@activescreening.com  
 Subject: Post Adverse Action - Employment with ABC Company  
 Email Body: Please see the attached information regarding your consideration for employment with ABC Company.

**Create Post Adverse Action Letter** **Cancel**

The email notification will be delivered to the applicant immediately. The email will have the Post-Adverse Action Letter that includes the Summary of Rights under the FCRA and a copy of the reported background check result for the applicant to review.



The sent emails will appear on the Compliancy screen and include the type of letter sent, who posted the letter and what day/time the letter was emailed to the applicant.

**ADVERSE REPORTS**

Reports 1 to 1 of 1

View: [NEW](#) | [24 to 48 Hrs](#) | [48 to 72 Hrs](#) | [72 hrs +](#) | [ALL](#)

Report Id	Applicant Name	Order Date	Completion Date
1085278	JONATHAN CONSUMER 	01/24/2014	01/27/2014  

Type	Posted By	Post Date	View
Pre-Adverse Action Letter	BC	01/24/2014 14:43PM	<a href="#">Email</a>   <a href="#">Print</a>
Post Adverse Action Letter	BC	01/27/2014 07:09AM	<a href="#">Email</a>   <a href="#">Print</a>

[Add Letter](#)

[Archive Reports](#) [View Reports](#)

You may 'Log Off' the system or navigate to any part of the system at this time.

**Note: Once the 'Final Adverse Action Letter' has been sent, the report will show up in both the 'Completed Report' row and the 'Adverse Reports' row of the 'Order Progress' matrix on the 'Home' screen.**

**Applications**

- eVerify Manager
- AppScreen Management

Welcome back Blane.

Adjudication (0) | Adverse Action (1)

	New	24 to 48 Hrs	48 to 72 Hrs	72+ Hrs
Draft Reports	0	0	0	0
Pending Reports	0	2	0	0
Completed Reports	1		5	1
Adverse Reports	1	0	3	0
Completed Disputes	1	0	0	0
Need Attention	0	0	0	0

You currently have 1 Drug Test and/or Physical Examinations that need scheduling.  
[Click here to Schedule tests.](#)

### Needs Attention Administration

**In those instances where additional information is required to complete a search, Active Screening researches will note the system internally. This notation will kick off a notification email to the client with a request for the specific information required.**

From: support@activescreening.com  
To: bchaplow@priorityresearch.com  
Cc:  
Subject: Additional Information Requested for Jonathan Consumer - Search ID: 1957488



Active Screening  
14499 N. Dale Mabry Hwy, Ste 201

Tampa, FL 33618  
Phone: (800) 319-5580  
Email: [support@activescreening.com](mailto:support@activescreening.com)

#### ADDITIONAL INFORMATION REQUESTED NOTIFICATION

\*\*\*THIS IS NOT A NEW ORDER\*\*\*

In order to complete the search on the applicant Jonathan Consumer , the following additional information was requested:

Gender

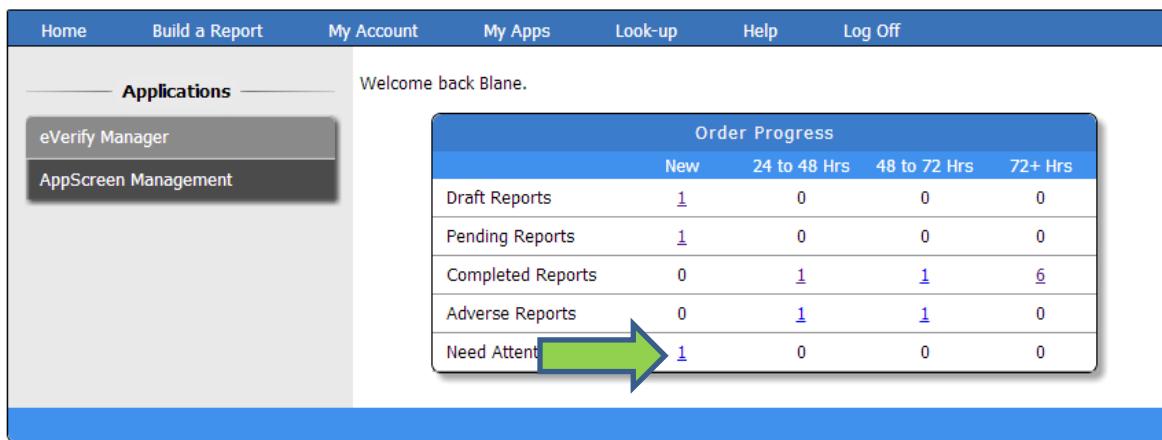
The information can be entered at the following location:

<https://services.priorityresearch.com/login.cfm?uuid=FAD87222-D7FA-9AD9-69B20FE9F588767C>



**The client requestor will click on the provided link and enter their *username* and *password* to access the ACTivate platform. They will be direct to the Home screen.**

**The client requestor will click on the number in the 'Needs Attention' row of the 'New' column.**



Home Build a Report My Account My Apps Look-up Help Log Off

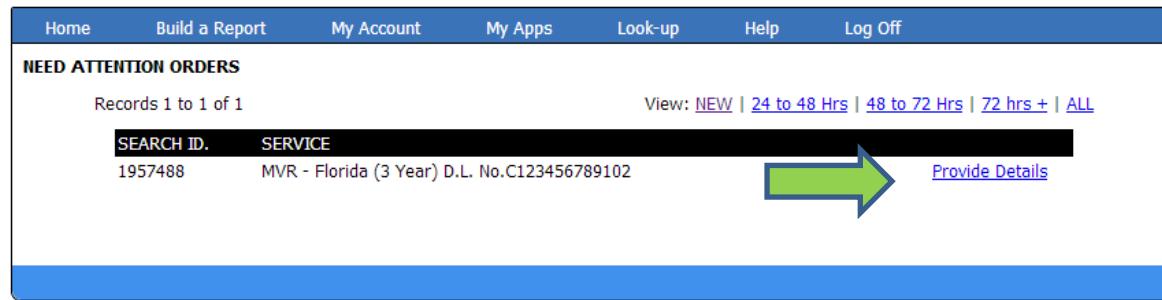
**Applications**

eVerify Manager  
AppScreen Management

Welcome back Blane.

Order Progress				
	New	24 to 48 Hrs	48 to 72 Hrs	72+ Hrs
Draft Reports	1	0	0	0
Pending Reports	1	0	0	0
Completed Reports	0	1	1	6
Adverse Reports	0	1	1	0
Need Attention	1	0	0	0

The screen will refresh. The client user will be redirected to the 'Needs Attention' Dashboard and click on the 'Provide Details' link.



Home Build a Report My Account My Apps Look-up Help Log Off

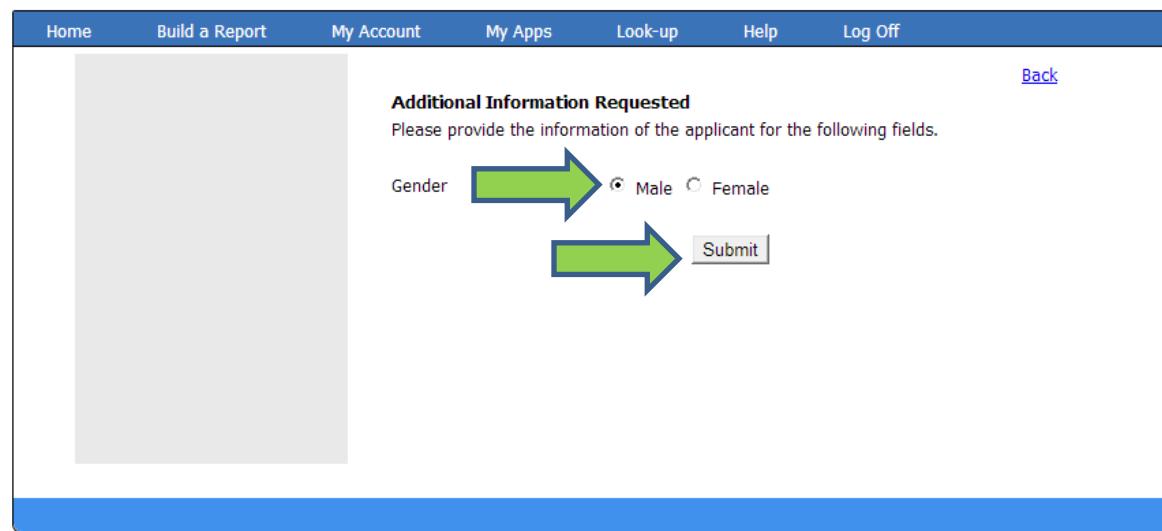
**NEED ATTENTION ORDERS**

Records 1 to 1 of 1 View: [NEW](#) | [24 to 48 Hrs](#) | [48 to 72 Hrs](#) | [72 hrs +](#) | [ALL](#)

SEARCH ID.	SERVICE
1957488	MVR - Florida (3 Year) D.L. No.C123456789102

[Provide Details](#)

The screen will refresh and ACTivate will walk the client requestor through the screens necessary to obtain the required information. In this case, the client requestor will click the radio button indicating the applicant's 'Gender' and click 'Submit'.



Home Build a Report My Account My Apps Look-up Help Log Off

[Back](#)

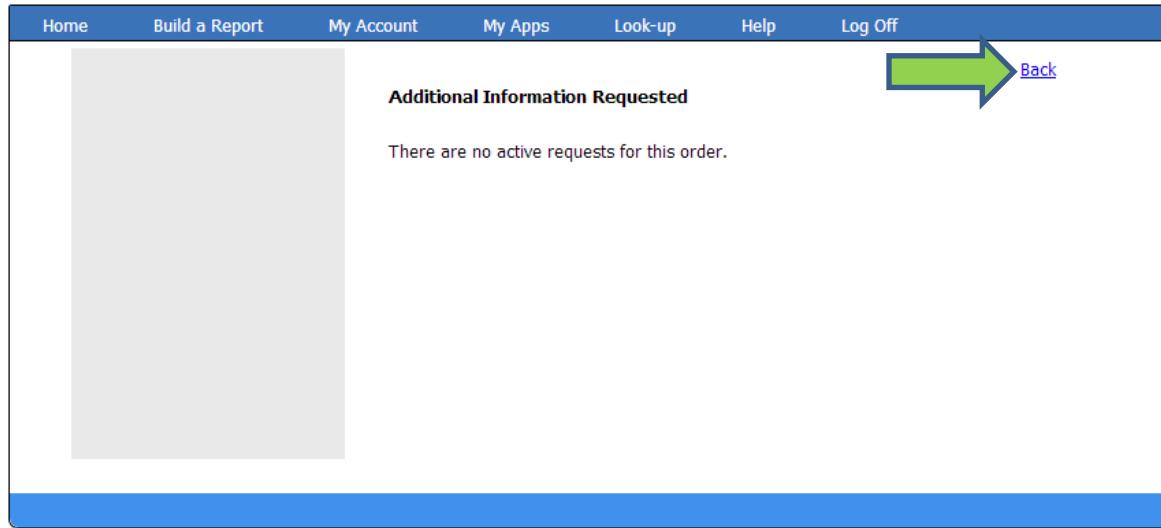
**Additional Information Requested**

Please provide the information of the applicant for the following fields.

Gender  Male  Female

[Submit](#)

**The screen will refresh and indicate the active request for information is no longer active. Click 'Back'.**



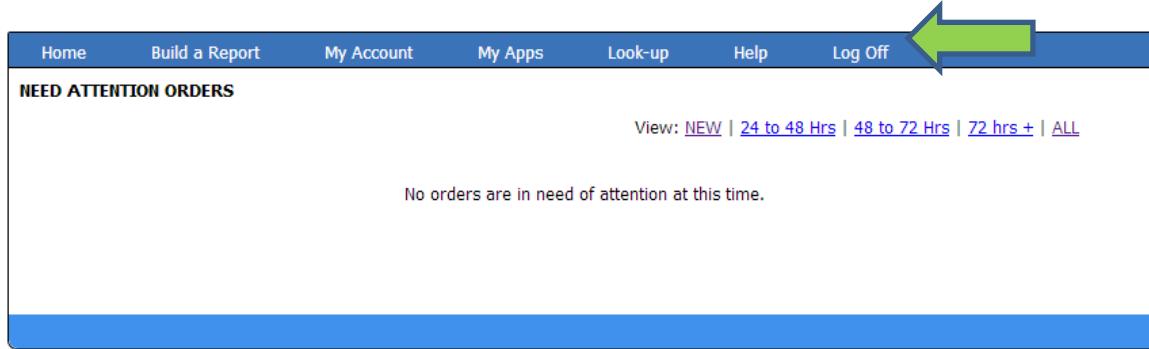
Home Build a Report My Account My Apps Look-up Help Log Off

**Additional Information Requested**

There are no active requests for this order.

[Back](#)

**The screen will refresh and take you back to the 'Needs Attention' Dashboard. If there are no other under the current time frame, the client requestor may choose another time or navigate to any area of the ACTivate Platform by utilizing the screen header row.**



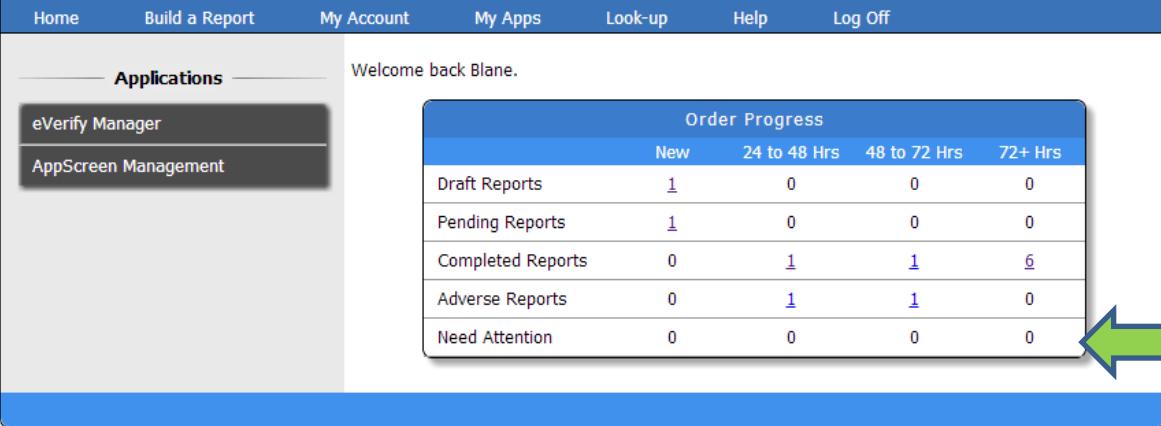
Home Build a Report My Account My Apps Look-up Help Log Off

**NEED ATTENTION ORDERS**

View: [NEW](#) | [24 to 48 Hrs](#) | [48 to 72 Hrs](#) | [72 hrs +](#) | [ALL](#)

No orders are in need of attention at this time.

**Once all 'Needs Attention' items have been completed, the 'Home' Dashboard will have 0's across the 'Needs Attention' row on the 'Order Progress' matrix.**

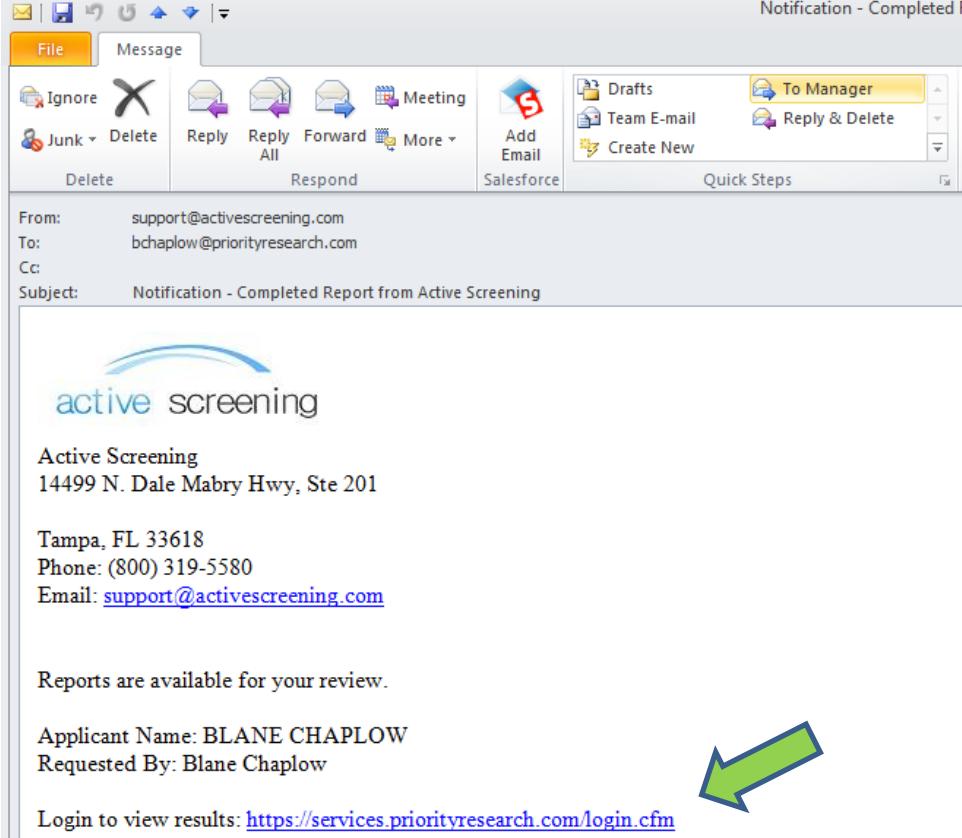


Applications

Welcome back Blane.

	New	24 to 48 Hrs	48 to 72 Hrs	72+ Hrs
Draft Reports	1	0	0	0
Pending Reports	1	0	0	0
Completed Reports	0	1	1	6
Adverse Reports	0	1	1	0
Need Attention	0	0	0	0

Once all services within the applicant background check report are complete, a notification email will be sent to the client requestor. The email will include a link to the ACTivate login screen.



Notification - Completed R

File Message

Ignore X

Junk Delete

Reply All

Forward

Meeting

More

Add Email

Drafts

Team E-mail

Create New

To Manager

Reply & Delete

Quick Steps

From: support@activescreening.com

To: bchaplow@priorityresearch.com

Cc:

Subject: Notification - Completed Report from Active Screening

active screening

Active Screening  
14499 N. Dale Mabry Hwy, Ste 201

Tampa, FL 33618  
Phone: (800) 319-5580  
Email: [support@activescreening.com](mailto:support@activescreening.com)

Reports are available for your review.

Applicant Name: BLANE CHAPLOW  
Requested By: Blane Chaplow

Login to view results: <https://services.priorityresearch.com/login.cfm>

The client user will enter their **username** and **password** to access the ACTivate platform to view the completed report.

## What is activecare ?

- 1 uncompromising quality assurance
- 2 best in class customer support
- 3 unparalleled industry knowledge

*Active Screening is innovating new ways to collect and secure information to meet an evolving business environment. Contact us today to learn more about the ACTivate Technology.*

### Contact Information:

#### Address:

14499 N. Dale Mabry Hwy, Suite 201 S Tampa, FL 33618

For more information about our services call us today or use our [info request form](#) or email us at [support@activescreening.com](mailto:support@activescreening.com)

#### Headquarters – General Information

Toll-free: **(800) 319-5580** Direct: **(813) 948-3971** Order by Fax: **(800) 319-5582** Local Fax: **(813) 948-4307** Hours: **8:00 AM – 6:00PM EST**

#### Extended Support Hours

Hours (PST/CST – Time Zones): **6:00PM – 8:00PM EST** \* \*PST/CST time-zone clients are provided a direct support line for after-hours same day support

#### Client Relations

Toll-free: **(800) 319-5580** [support@activescreening.com](mailto:support@activescreening.com)

#### Sales & Request for Proposal (RFP) Submissions

Toll-free: **(800) 319-5580 ext.225** [sales@activescreening.com](mailto:sales@activescreening.com)

#### FCRA Specialist – Denied Employment Line

Toll-free: **(800) 319-5580 ext.226**