



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

Type: Accept

Accept

Criteria:

No record

Type: Accept with Conditions

Accept with Conditions

Criteria:

Any arrest with pending case resolution

Type: Reject

Reject

Criteria:

Any misdemeanor or felony conviction

Search Categories Set For Adjudication

- ☐ Civil Search
- ☒ Court Documents
- ☐ Credit Header
- ☐ Credit Report
- ☒ Criminal Search
- ☐ Driving History
- ☐ Drug Test
- ☐ Education Verification
- ☐ Employment Verification
- ☐ Eviction Search
- ☐ FACIS
- ☐ Financial
- ☐ i9 Verifications
- ☒ InstantCriminal
- ☒ Nationwide Wants and Warrants
- ☐ Professional License Verification
- ☐ Reference Verification
- ☐ SSNTrace
- ☐ Workers Compensation

Save

- **Custom Criminal History Adjudication Criteria (Example)**
 - **Adjudication Criteria**
 - **By Service**
 - **By Result**

ADJUDICATION CONFIGURATION

Type: Accept

Accept

Criteria:

No criminal records or offense less severe than a Misdemeanor.

Type: Accept with Conditions

Criteria:

Type: Reject

Reject

Criteria:

All below reject criteria only pertains to a charge level of Misdemeanor and Above.

 1. Conviction or any pending, warrant or open felony record
 2. Conviction or any pending, warrant or open crime against a minor, regardless of the offense
 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
 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)
 5. Conviction or any pending, warrant or open crime involving controlled substances or attempted crime (not paraphernalia or alcohol)
 6. Conviction or any pending, warrant or open crime involving cruelty to animals
 7. Any sex offender registrant

Search Categories Set For Adjudication

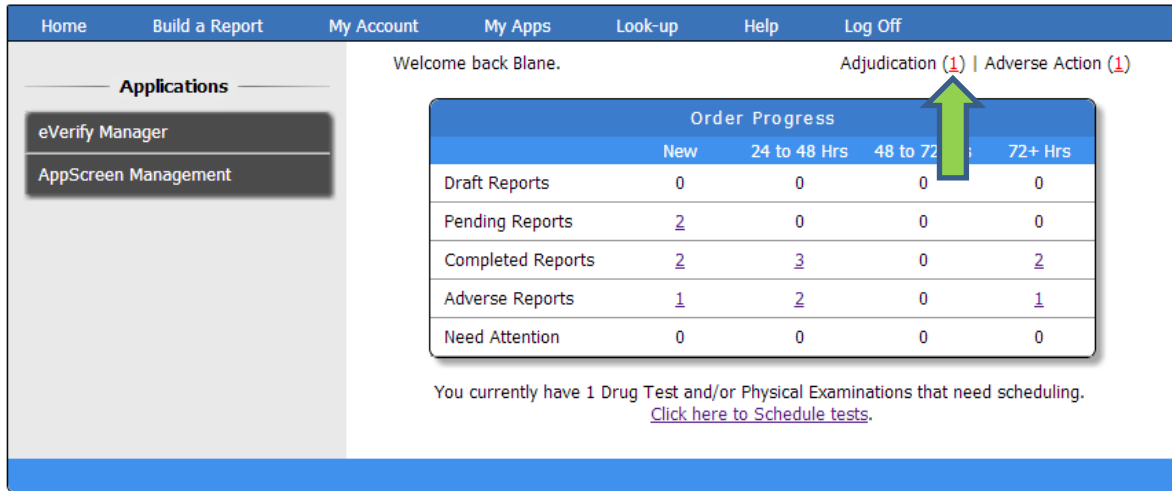
- ☐ Civil Search
- ☐ Court Documents
- ☐ Credit Header
- ☐ Credit Report
- ☒ Criminal Search
- ☐ Driving History
- ☐ Drug Test
- ☐ Education Verification
- ☐ Employment Verification
- ☐ Eviction Search
- ☐ FACIS
- ☐ Financial
- ☐ i9 Verifications
- ☒ InstantCriminal
- ☒ Nationwide Wants and Warrants
- ☐ Professional License Verification
- ☐ Reference Verification
- ☐ SSNTrace
- ☐ Workers Compensation

Save

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

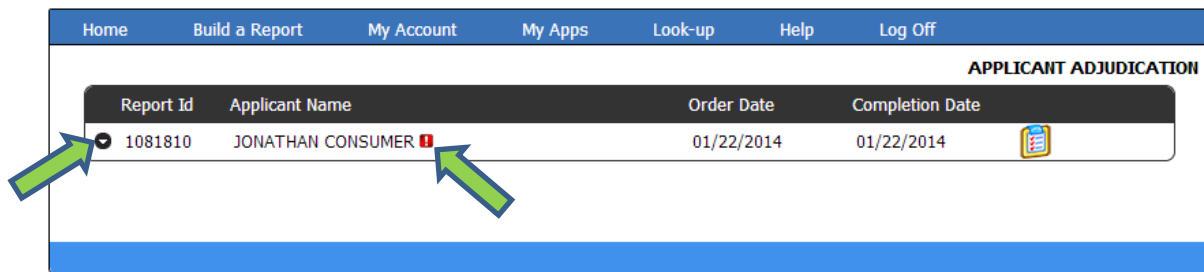
Upon login, the client user will know immediately if they have a result that requires adjudication. On the 'Home' screen, reports requiring adjudication will appear as a **red** number next to the word 'Adjudication'. The client user will click on the number in parenthesis.





Order Progress				
	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	2	3	0	2
Adverse Reports	1	2	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.](#)

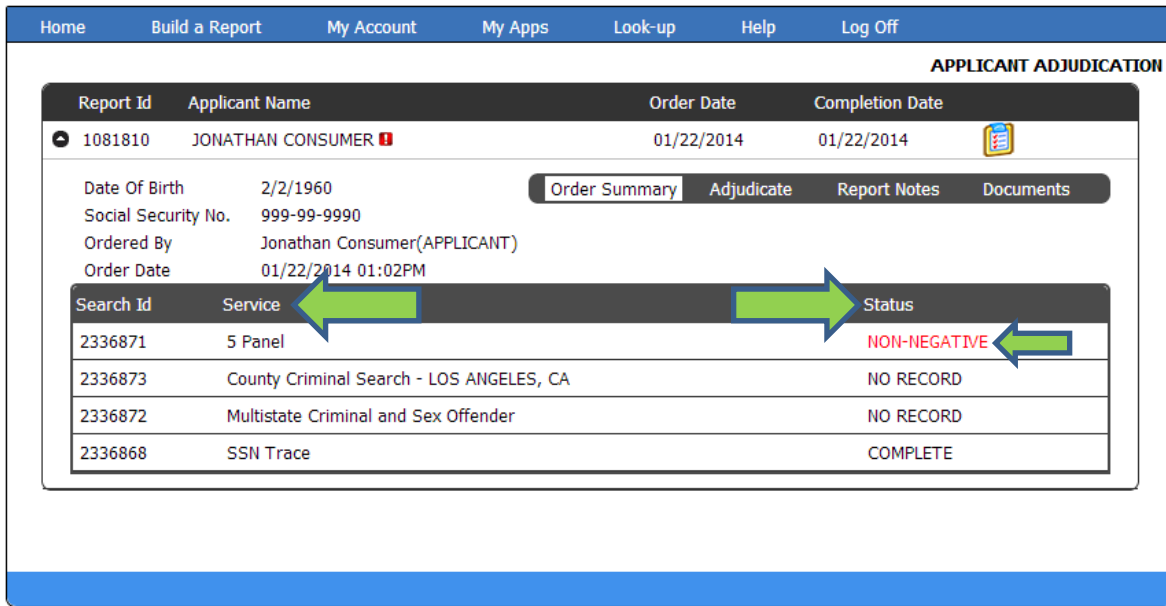
The screen will refresh and the client user will be redirected to the 'Applicant Adjudication' screen. Initial at-a-glance alert of derogatory results is indicated by the red exclamation point icon ().



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

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**.



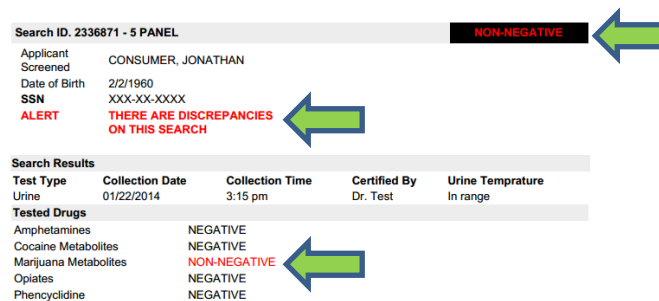
Report Id	Applicant Name	Order Date	Completion Date
1081810	JONATHAN CONSUMER	01/22/2014	01/22/2014

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

Order Summary | Adjudicate | Report Notes | Documents

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

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

Applicant Screened: CONSUMER, JONATHAN
 Date of Birth: 2/2/1960
 SSN: XXX-XX-XXXX

ALERT THERE ARE DISCREPANCIES ON THIS SEARCH

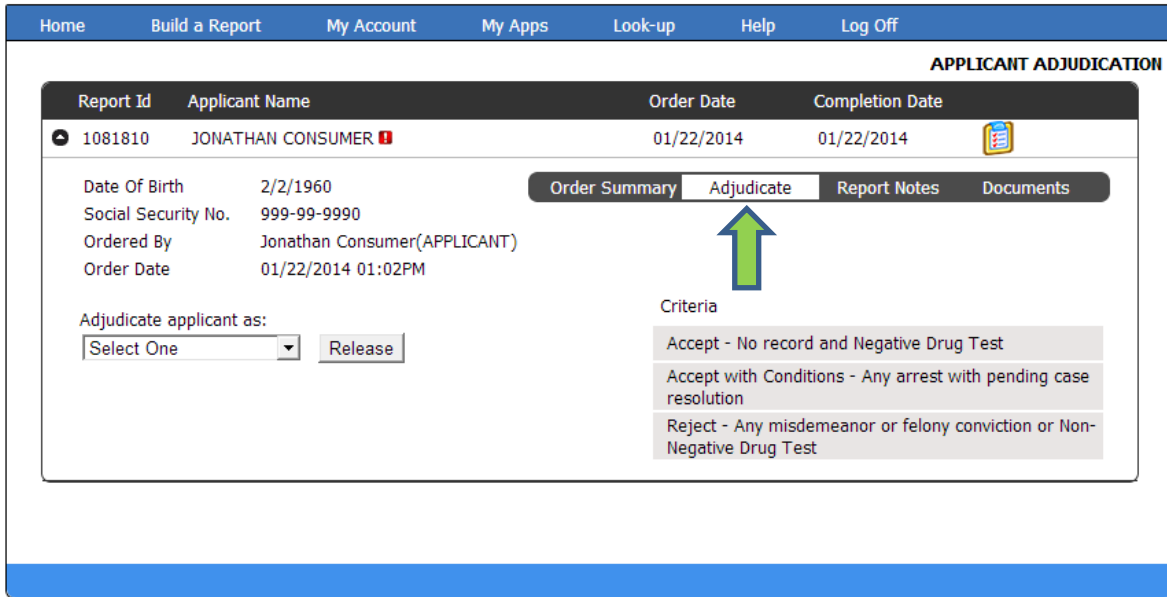
Test Type	Collection Date	Collection Time	Certified By	Urine Temperature
Urine	01/22/2014	3:15 pm	Dr. Test	In range

Tested Drugs

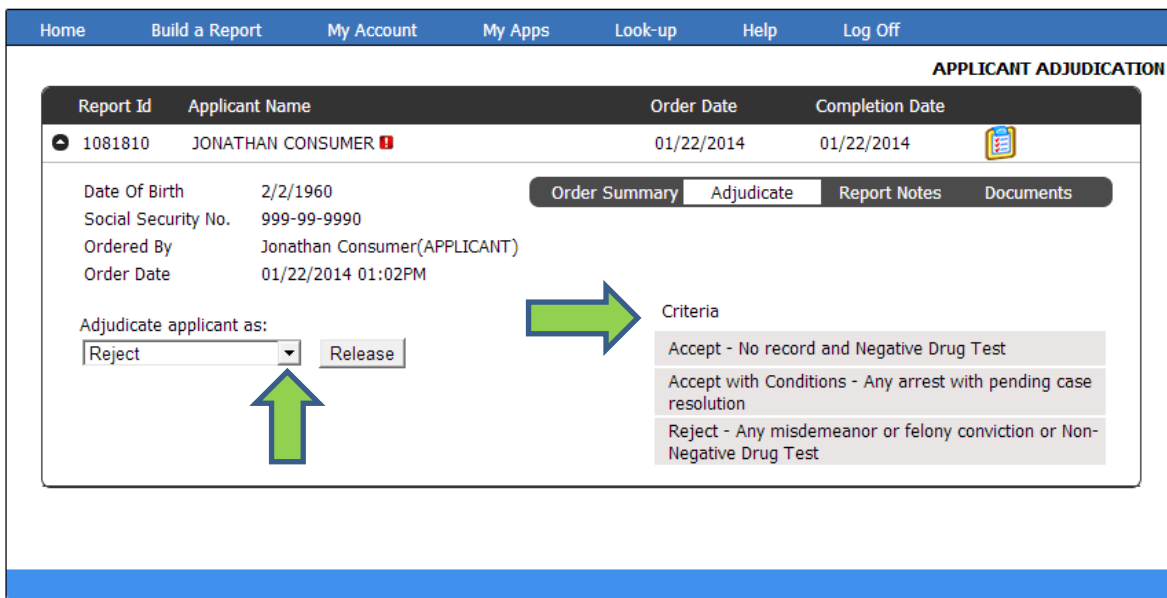
Amphetamines	NEGATIVE
Cocaine Metabolites	NEGATIVE
Marijuana Metabolites	NON-NEGATIVE
Opiates	NEGATIVE
Phencyclidine	NEGATIVE

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.

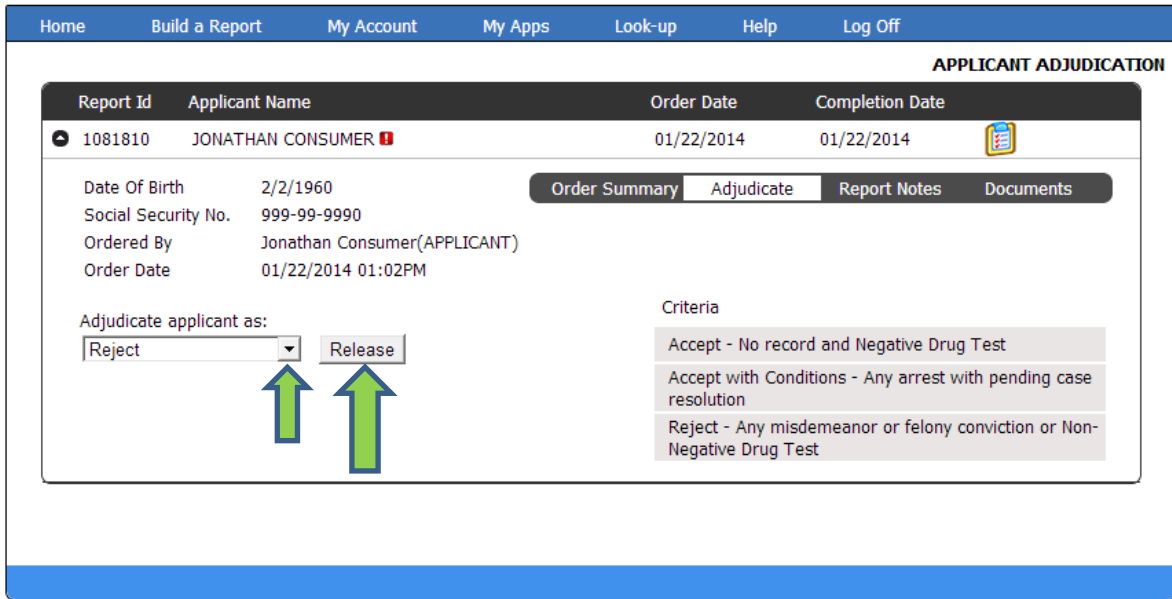


The 'Adjudicate' view provides the client with their established 'Criteria' used to perform the adjudication and a dropdown selection window to set the applicable status: Accept, Accept with Conditions, and Reject. One of the statuses must be selected before the overall report can be released from the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

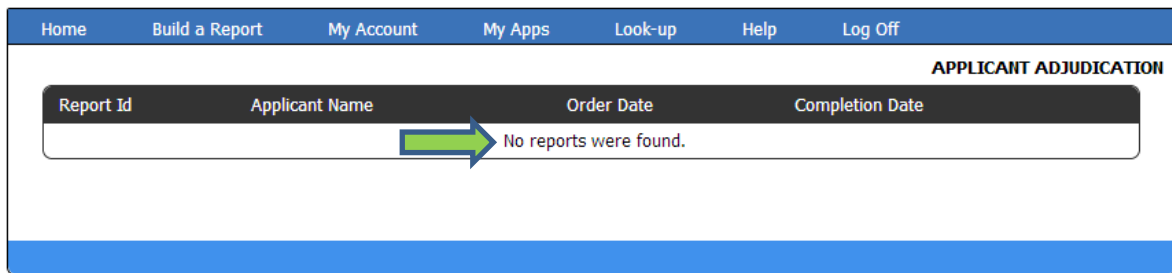


In this example, the review of the report showed the 5 Panel drug test was a Non-Negative result for Marijuana Metabolites. Per the 'Criteria', a Non-Negative drug test result falls under the status of 'Reject'.

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



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'.

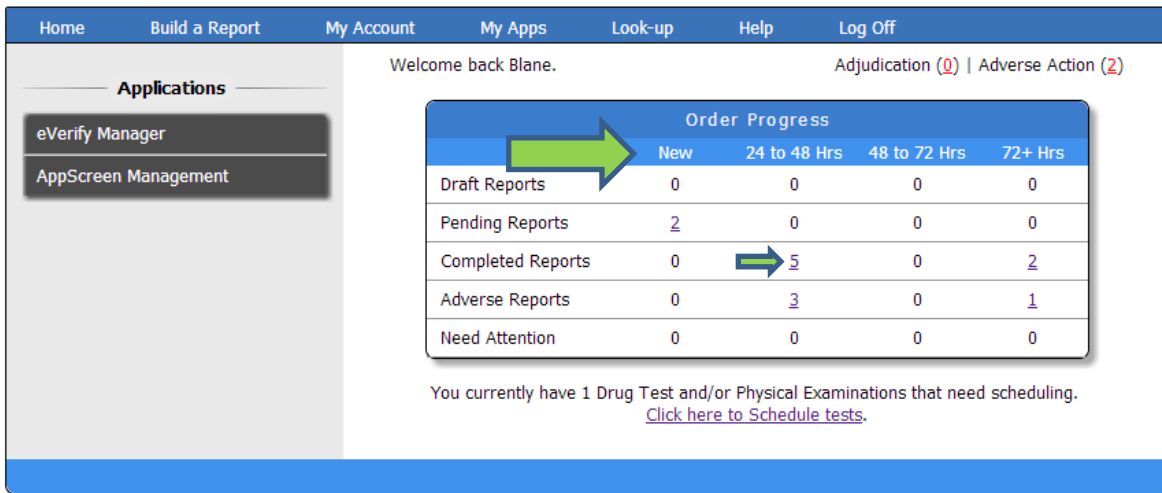


The client user may navigate to any part of the system designated along the header; Home, Build a Report, My Account, My Apps, Look-up, Help, and Log Off.

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 Comply Home screen. The top navigation bar includes links for Home, Build a Report, My Account, My Apps, Look-up, Help, and Log Off. The left sidebar contains 'Applications' with links to 'eVerify Manager' and 'AppScreen Management'. The main content area displays a welcome message and a summary of report counts: Adjudication (0) and Adverse Action (2). The 'Order Progress' matrix is highlighted with a green arrow pointing to the 'Completed Reports' row. The matrix shows counts for Draft Reports, Pending Reports, Completed Reports, Adverse Reports, and Need Attention across four time frames: New, 24 to 48 Hrs, 48 to 72 Hrs, and 72+ Hrs. The 'Completed Reports' row shows 0 New, 5 (hyperlinked) 24 to 48 Hrs, 0 48 to 72 Hrs, and 2 (hyperlinked) 72+ Hrs. Below the matrix, a message states: 'You currently have 1 Drug Test and/or Physical Examinations that need scheduling. Click here to Schedule tests.'

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

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 () associated with a report result prior to Adjudication will remain in view.

Adjudicated Result at-a-glance status indicators:

- Reject
- Accept w/conditions
- Accept

Report Id	Applicant Name	Order Date	Completion Date	Adjudication Status	View Reports
1081953	JONATHAN CONSUMER	01/22/2014	01/22/2014		<input type="checkbox"/>
1081810	JONATHAN CONSUMER	01/22/2014	01/22/2014		<input checked="" type="checkbox"/>
1081642	JONATHAN CONSUMER	01/22/2014	01/22/2014		<input type="checkbox"/>
		08/26/2013	01/22/2014		<input type="checkbox"/>
		09/13/2013	01/22/2014		<input type="checkbox"/>

Archive Reports View Reports

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 () 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.

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

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

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

DECISION: Reject by Blane Chaplow

Search ID	Service	Status
2336871	S Panel	ALERT
2336868	SSN Trace	COMPLETE
2336873	County Criminal Search - LOS ANGELES, CA	NO RECORD
2336872	Multistate Criminal and Sex Offender	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

Report ID: 919504
Order Date: 09/13/2013
Completion Date: 01/22/2014
Ordered by: Blane Chaplow

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

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


RECOMMENDATION: Accept with Conditions

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

* 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.



Criminal Data | Verified Credentials | Clinical Services

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

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

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

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.

➔

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


COMPLETED REPORTS

Reports 1 to 5 of 5 View: [NEW](#) | [24 to 48 Hrs](#) | [48 to 72 Hrs](#) | [72 hrs +](#) | [ALL](#)


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
876475	JONATHAN CONSUMER !	08/26/2013	01/22/2014
919904	JONATHAN CONSUMER !	09/13/2013	01/22/2014

Archive Reports
View Reports

Active Screening | ACTivate ver. 2.0 Manual



Criminal Data | Verified Credentials | Clinical Services

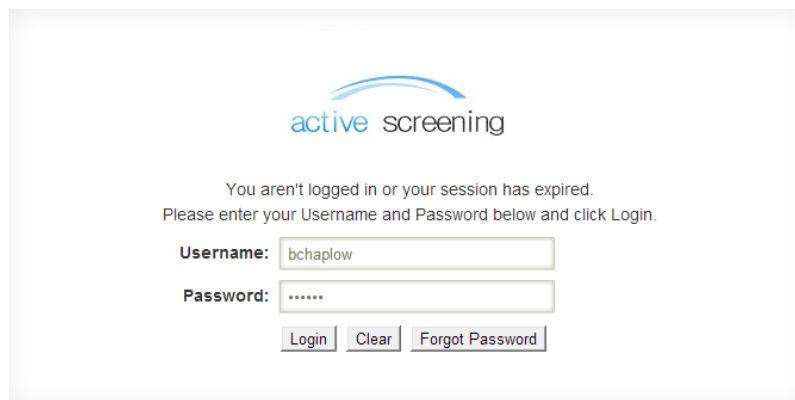


ADVERSE ACTION ADMINISTRATION

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.



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



The screenshot shows the Active Screening login page. It features the Active Screening logo at the top. Below the logo, a message states: "You aren't logged in or your session has expired. Please enter your Username and Password below and click Login." The login form includes two input fields: "Username:" with the value "bchaplow" and "Password:" with masked characters "*****". Below the input fields are three buttons: "Login", "Clear", and "Forgot Password".

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.

Home

Build a Report

My Account

My Apps

Look-up

Help

Log Off

Applications

eVerify Manager

AppScreen Management

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	0	2	0	0
Completed Reports	0	5	0	2
Adverse Reports	0	3	0	1
Need Attention	0	0	0	0

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.

Home	Build a Report	My Account	My Apps	Look-up	Help	Log Off			
STAGE: INITIATE		ADVERSE ACTION MANAGER							
Report ID	Applicant Name	Date	User						
1081810	JONATHAN CONSUMER	01/23/14 02:06P	Blane Chaplow						
STAGE: PRE-ADVERSE									
Report ID	Applicant Name	Date	User						
1062091	Jonathan Consumer	01/21/14 07:56A	Blane Chaplow						

The quick action Adverse Action icons:

- Create a letter
- Dispute
- Resend
- View
- 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' () 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
Stage: INITIATE						ADVERSE ACTION LETTERS
Report ID	Applicant Name	Date	User			
1081810	JONATHAN CONSUMER	01/23/2014 02:06 PM				
How will you be sending this Pre-Adverse Action Letter to the applicant?						
<input checked="" type="radio"/> Postal Service <input type="radio"/> Email						
Create Pre-Adverse Action Letter				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'.

Pre-Adverse Action Letter

01/24/2014

JONATHAN CONSUMER

Dear Applicant,

In connection with your application for employment or promotion with Active Screening Demo, you authorized Active Screening Demo to perform a background check, either with internal resources or by using an outside agency. Your application for employment with Active Screening Demo is currently under review and you may be eliminated from further consideration based on information received from the consumer reporting agency listed below.

Active Screening
14499 N. Dale Mabry Hwy, Ste 201
Tampa, FL 33618
(800) 319-5580

Attached is a copy of this report and a copy of your rights under the Fair Credit Reporting Act.

If, after reviewing the report, you believe that information contained in it is inaccurate and/or you want to know what information in the report falls outside of our company guidelines, we ask that you contact us directly within 5 days. Also, contact us directly within 5 days if you believe that there is additional information that may help us better evaluate your fitness for this position. Otherwise we will assume that you no longer wish to pursue employment with us.

Please be advised that Active Screening provided the report but did not make the decision to take the adverse action and is therefore unable to provide you with specific reasons as to why the adverse action was taken.

This letter is sent to you in compliance with the Fair Credit Reporting Act.

Sincerely,

Active Screening Demo



Para información en español, visite www.consumerfinance.gov/learnmore o escriba 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 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.

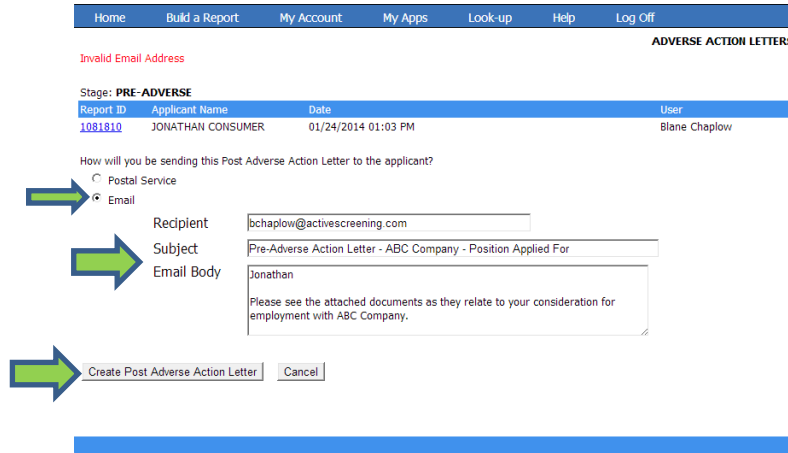
In addition, all consumers are entitled to one free disclosure every 12 months upon request from each nationwide credit bureau and from nationwide specialty consumer reporting agencies. See www.consumerfinance.gov/learnmore for additional information.

• **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 for an explanation of dispute procedures.

• **Consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information.** Inaccurate, 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.



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

Invalid Email Address

ADVERSE ACTION LETTERS

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

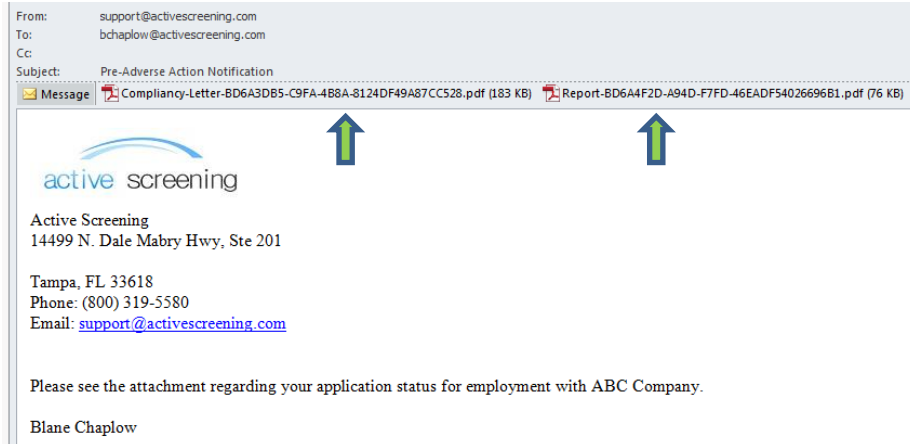
Recipient: bchaplow@activescreening.com

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.

Home	Build a Report	My Account	My Apps	Look-up	Help	Log Off
ADVERSE ACTION MANAGER						
STAGE: PRE-ADVERSE						
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			

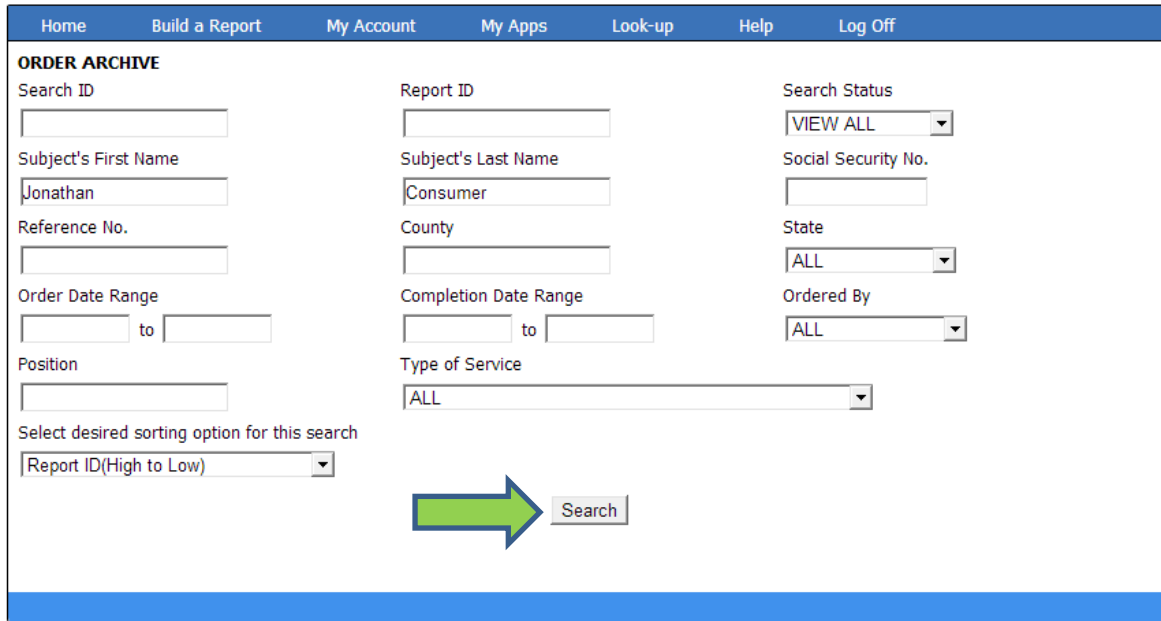
The 'Date' color will change from black to yellow to red based on the amount of days since the 'pre-adverse' letter was sent. On the third day, the 'Date' will change to yellow and on the sixth day, the 'Date' will change to red. Once the date has changed to red, the client user may send the 'Post Adverse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

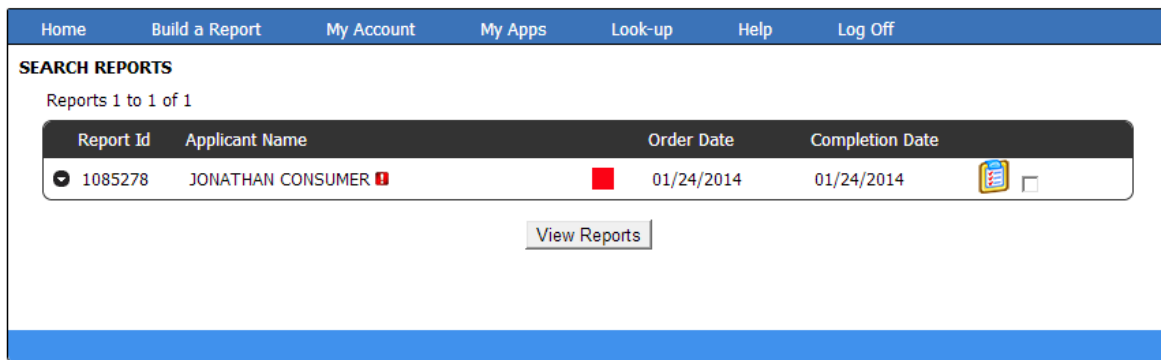
Home	Build a Report	My Account	My Apps	Look-up	Help	Log Off
Welcome back Blane. Adjudication (0) Adverse Action (2)						
Applications						
eVerify Manager						
AppScreen Management						
Order Progress						
	New	24 to 48 Hrs	48 to 72 Hrs	72+ Hrs		
Draft Reports	0	0	0	0		
Pending Reports	0	2	0	0		
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'.



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



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 Birth2/2/1960
Social Security No.999-99-9990
Ordered ByBlane Chaplow
Order Date01/24/2014 02:37PM
Completion Date01/24/2014 02:41PM

Summary
Report Notes
Documents
Compliance

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

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

View Reports

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
<input checked="" type="radio"/> 2345508	County Criminal Search - LOS ANGELES, CA	RECORD
<input type="radio"/> 2345506	National -	NO RECORD
<input type="radio"/> 2345507	SSN Trace -	COMPLETE
<input type="radio"/> 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.

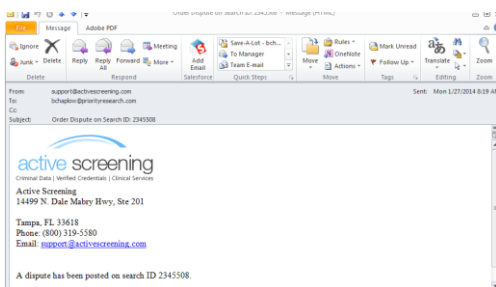
Submit

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

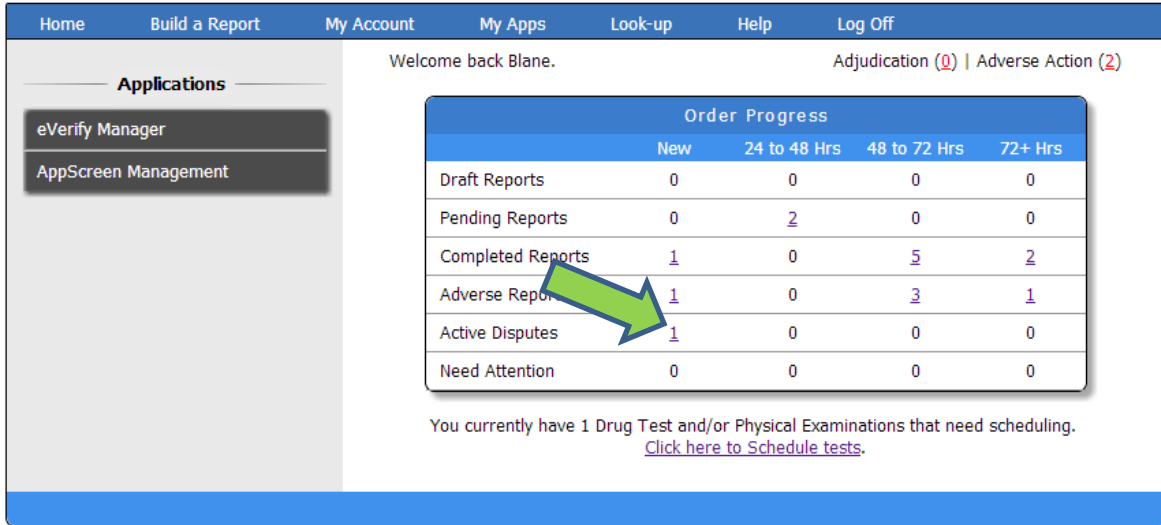
Home
Build a Report
My Account
My Apps
Look-up
Help
Log Off

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

Order Progress				
	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 County Criminal Search - LOS ANGELES, CA	Pending	01/27/2014	View

Options

- [Dispute History](#)

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'.

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

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

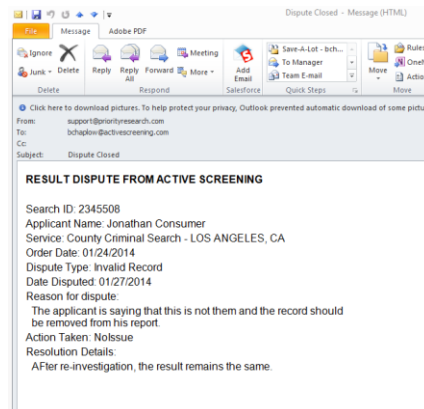
Applications

- eVerify Manager
- AppScreen Management

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

Date Of Birth: 2/2/1960
 Social Security No.: 999-99-9990
 Ordered By: Blane Chaplow
 Order Date: 01/24/2014 02:37PM
 Completion Date: 01/27/2014 07:12AM

[Summary](#) [Report Notes](#) [Documents](#) [Compliance](#)

[Add Letter](#)

Type	Posted By	Post Date	View
Pre-Adverse Action Letter	BC	01/24/2014 14:43PM	Email Print
Post Adverse Action Letter	BC	01/27/2014 07:09AM	Email Print

[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.

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

Welcome back Blane. Adjudication (0) | Adverse Action (1)

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	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 notate 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

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

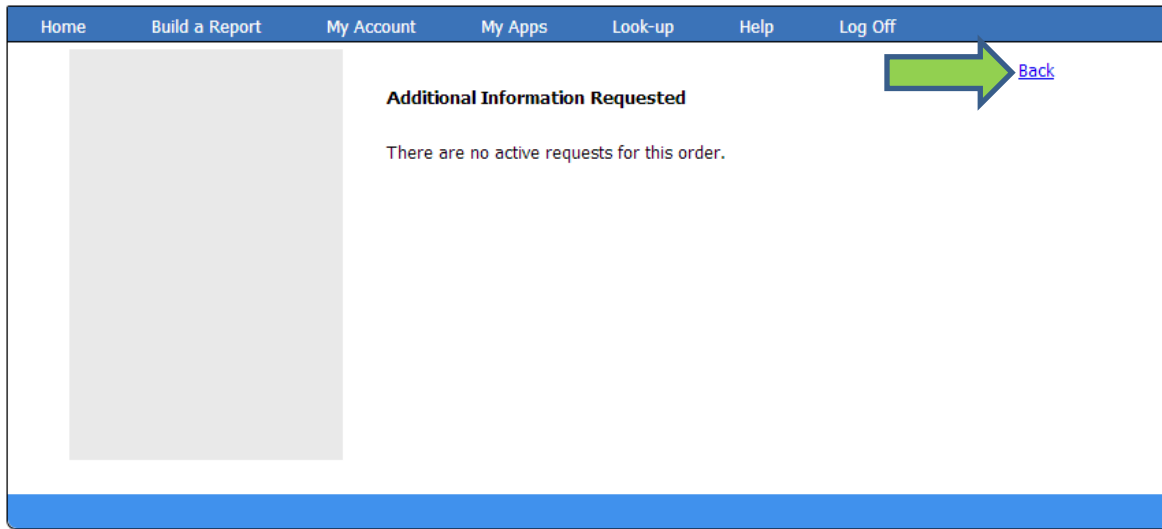
The screen will refresh. The client user will be redirected to the 'Needs Attention' Dashboard and click on the 'Provide Details' link.

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				

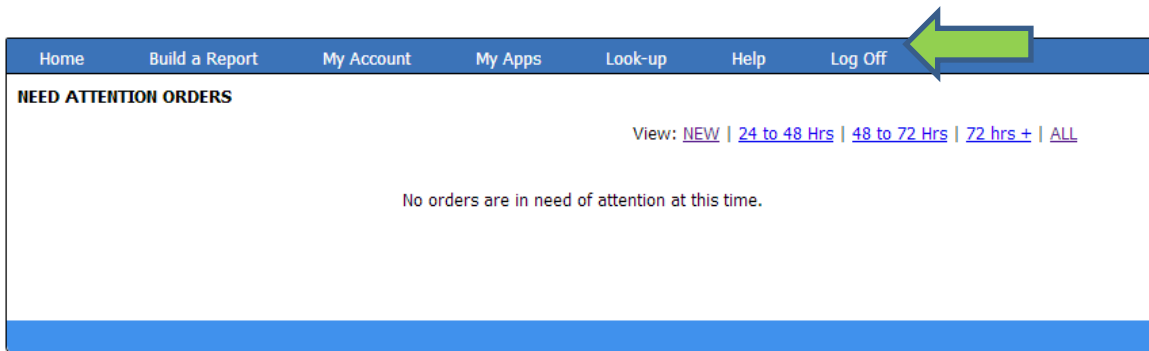
The screen will refresh and ACTivate will walk the client requestor through the screens necessary to obtain the required information. In this case, the client requestor will click the radio button indicating the applicant's 'Gender' and click 'Submit'.

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		<input checked="" type="radio"/> Male <input type="radio"/> Female				
		<input type="button" value="Submit"/>				

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



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.

Home

Build a Report

My Account

My Apps

Look-up

Help

Log Off

Applications

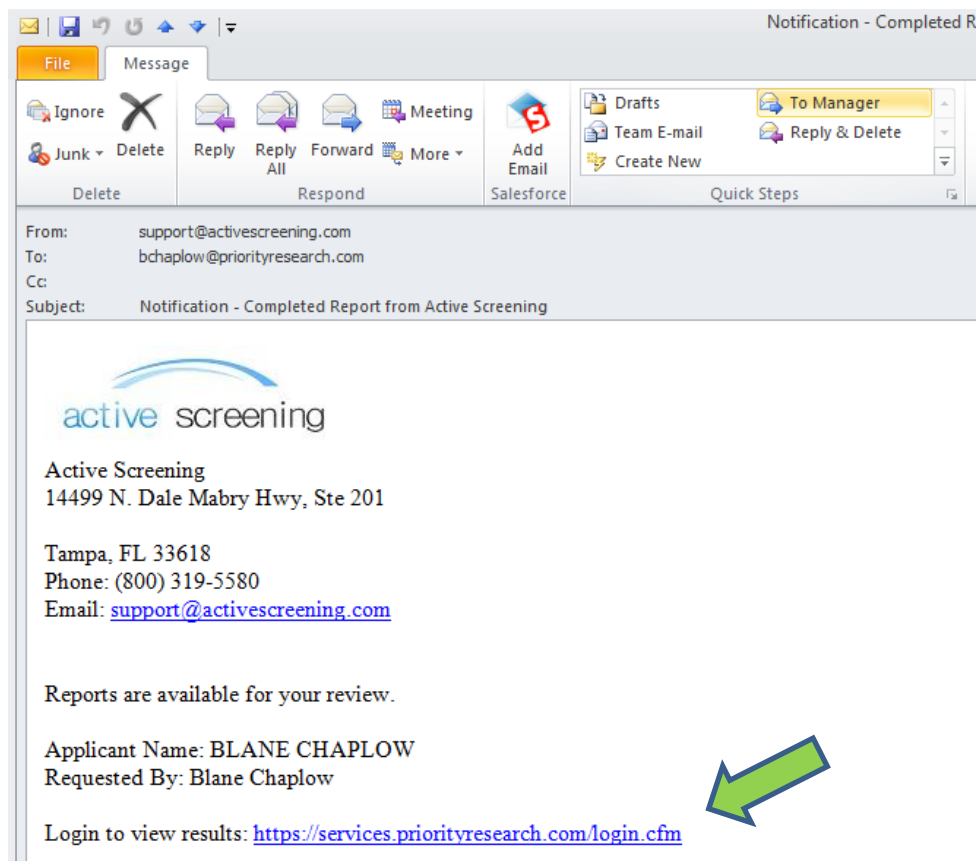
eVerify Manager

AppScreen Management

Welcome back Blane.

	Order Progress			
	New	24 to 48 Hrs	48 to 72 Hrs	72+ Hrs
Draft Reports	<u>1</u>	0	0	0
Pending Reports	<u>1</u>	0	0	0
Completed Reports	0	<u>1</u>	<u>1</u>	<u>6</u>
Adverse Reports	0	<u>1</u>	<u>1</u>	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.



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



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

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

Sales & Request for Proposal (RFP) Submissions

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

FCRA Specialist – Denied Employment Line

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