



# ACTIVE SCREENING FAITH & ROCK RMS USER GUIDE

Created September, 2020

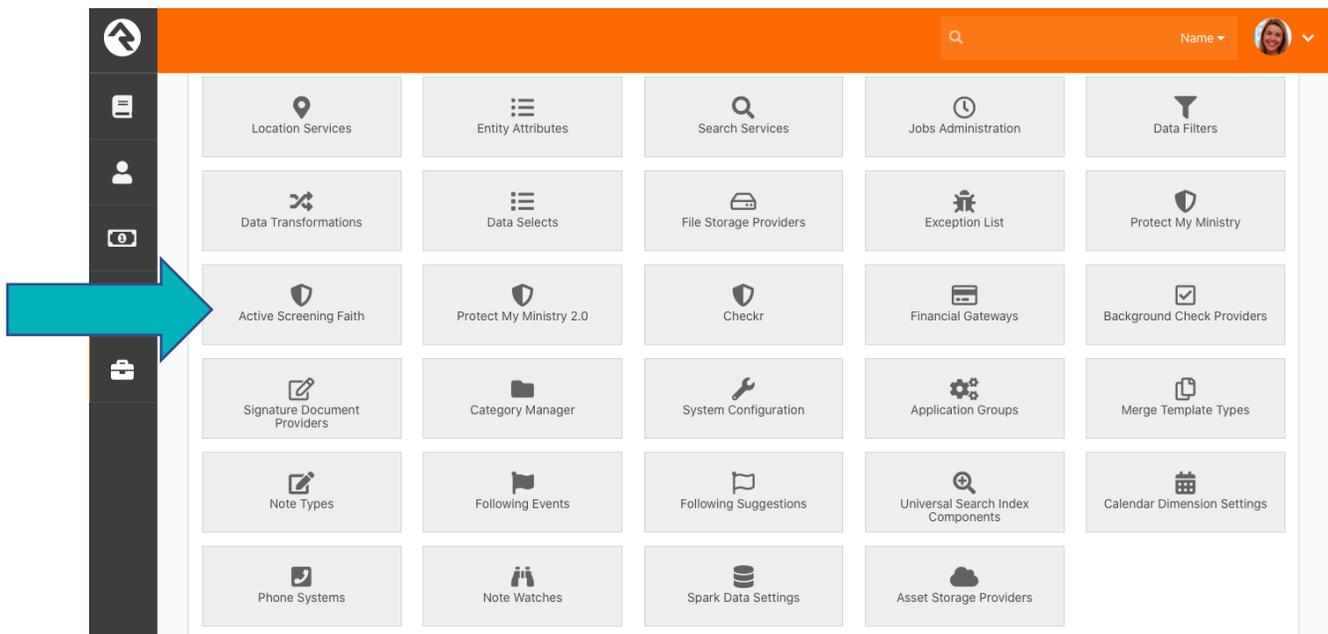
[cs@activescreeningfaith.com](mailto:cs@activescreeningfaith.com)

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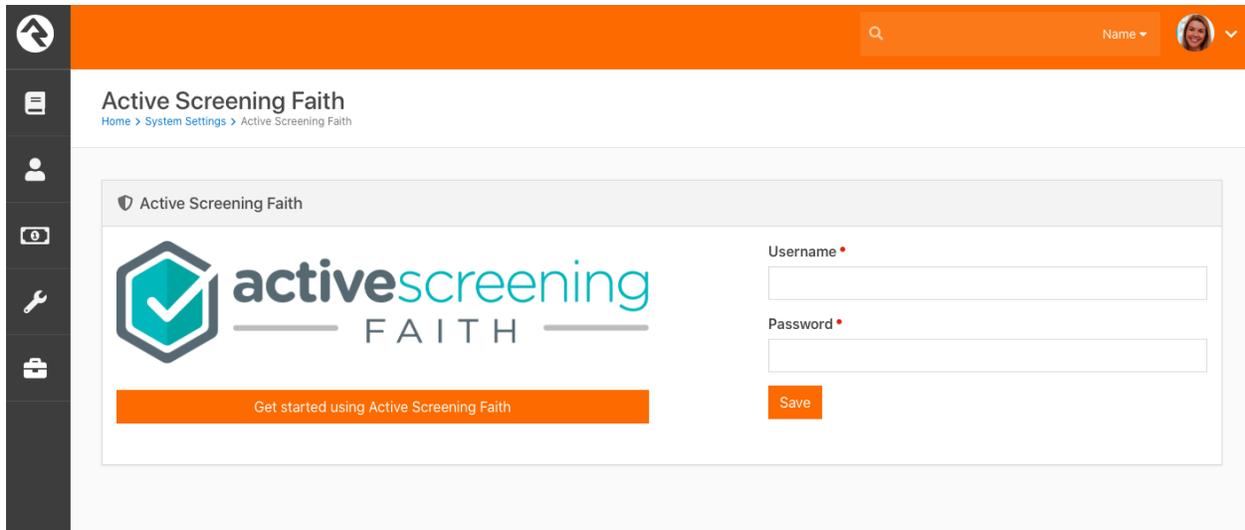
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## Getting Started with Active Screening Faith

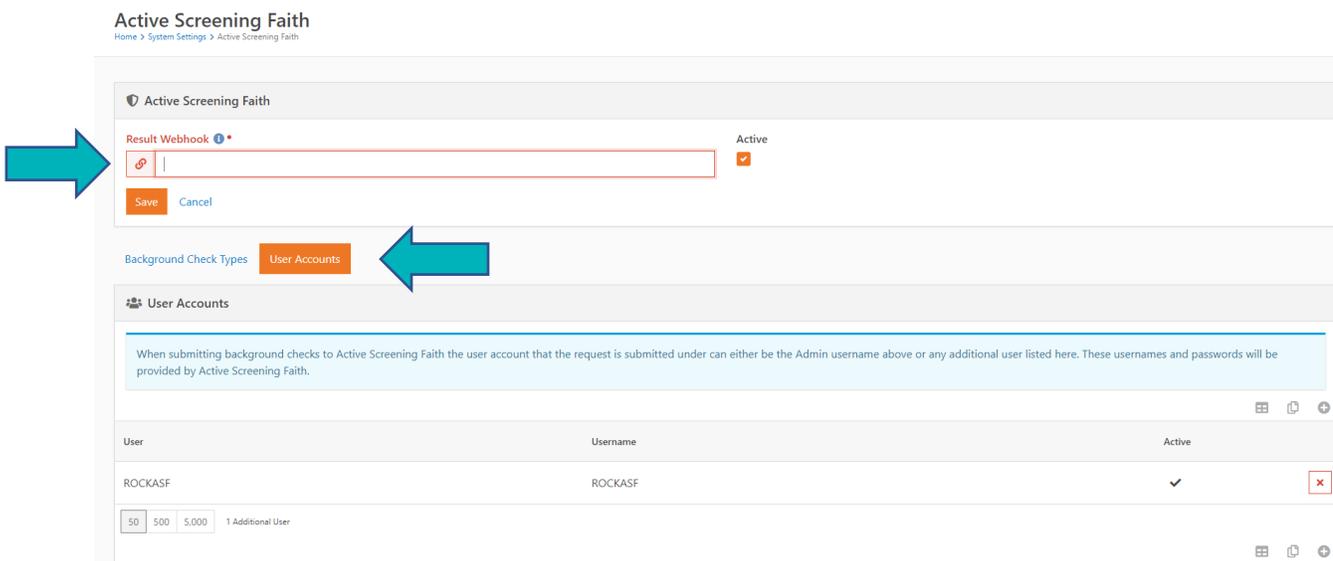
**To install** – select Active Screening Faith in the Rock Shop and make it your default background check provider



New customers (and exiting customers that are new to Rock) will need to click the link to complete our sign-up form so we can customize your account for you. Existing username and passwords will not work with this integration until we modify your account.



**Users-** Once you receive our confirmation email, you will be able to use the username and password sent to you to log in. If you have requested multiple usernames and passwords, only enter the main one the first time you log in and you can enter other users separately by going to: Home>System Settings>Active Screening Faith>Edit>User Accounts. Users must always be created by our support team first before you add them to Rock or those users' orders will fail.



**Webhook-** You were asked to provide your webhook at the time of sign up. We **must** import your security certificate before you start ordering or your orders will fail to return to Rock and we will not be able to correct orders that fail to return to your Rock system as a result. Any future changes, updates or renewals to your security certificate must be submitted to [cs@activescreeningfaith.com](mailto:cs@activescreeningfaith.com) to avoid interruptions with your results.

**Packages-** All packages you have requested to be created with our Appscreen process will display here as 'types' and will also show during the ordering process. If you opt to order manually, a menu of packages and services will display separately from Appscreen. See the Appscreen and Manual Order Entry processes in this guide. Home>System Settings>Active Screening Faith – to see additional details about these packages such as included services, click Edit. Package types can also be named in any manner the customer chooses whether it is based on a campus, position, our package name or something else you choose to make the ordering process easier.

**Active Screening Faith**  
Home > System Settings > Active Screening Faith

**Active Screening Faith**

Enabled Background Check Types

- Employee Confidence County + MVR
- North Campus
- South Campus
- Volunteer Protection

Edit

Background Check Types User Accounts

**Background Check Types**

Below are the background Check types that have been configured for this account at Active Screening Faith. For each type, select the person attributes that should be updated when a request of that type is completed.

Name	Included Packages	Person Attributes	Active
Employee Confidence County + MVR	Confidence County + MVR	Background Checked, Background Check Date, Background Check Document, Background Check Result	✓
North Campus	Protection (Multi/SSN/SO/Alias)	Background Checked, Background Check Date, Background Check Document, Background Check Result	✓
South Campus	Protection (Multi/SSN/SO/Alias)	Background Checked, Background Check Date, Background Check Document, Background Check Result	✓
Volunteer Protection	Protection (Multi/SSN/SO/Alias)	Background Checked, Background Check Date, Background Check Document, Background Check Result	✓

**Order Request Log-** to view orders placed from your account and their status, go to Home>System Settings>Active Screening Faith. Clicking on the 'Log' icon will show you what has been submitted to us and whether an error occurred.

**Requests**

Filter Options

Name	Requested	Completed	Record Found	Report	Log
Applicant, New	5/5/2020				
Applicant, New	5/5/2020	5/5/2020	Yes		
Applicant, Sample	5/5/2020	5/5/2020	Yes		

## Order Background Checks

Select 'Background Check (Active Screening Faith)' from the Actions Menu in the Applicant Profile

**Barney Rubble**  
 Visitor | Main Campus  
 add tag  
 27 yrs old (3/3/1993)  
 Male

Home Address  
 1 Rocky Road  
 Yukon, AK 99754

Actions Menu:  
 - Impersonate  
 - Download vCard  
 - **Background Check (Active Screening Faith)**  
 - Person Data Error  
 - Photo Request  
 - Request Assessment

Person Profile | Extended Attributes | Groups | Contributions | Benevolence | Security | History

Timeline | Bookmarked Attributes

Confirm the recipient's email address, select a 'type' (Appscreen option), and reason (optional) and submit. If the order will not use Appscreen, that will get changed by the approver. If your account will NEVER use Appscreen, you can name the type simply Background Check to reduce any confusion.

Barney Rubble

Email ⓘ •

Background Request

Type ⓘ •

Reason ⓘ

The system will display any errors here (email missing) or warnings if the applicant has already had a recent screen.

### Background Check (Active Screening Faith)

[Home](#) > [Workflows](#) > Background Check (Active Screening Faith)

Request Entry Added: 5/3/2020

## Confirm Background Request

It's been less than a year since Barney's last background check was processed. Are you sure you want to continue with this request?

## Approving Background Checks in Rock

The Background Check Admin/Approver will receive an email notice that a check needs approval as well as see pending requests on their dashboard. If the ordering user is also an 'approver' they will be directed to the approval page to submit the request.

Type: The Admin/Approver can view/change the type requested

User Account: The user account field includes all ASF approved background check ordering users and is the name that will show as having ordered the background check on the final report. One must be selected for the order.

Process Manually: You can choose to place the order manually rather than request consent from the applicant if you already have a signed paper consent or have already obtained the electronic consent through a previous order. This is helpful when placing an additional county search or MVR on a recently screened applicant. See the section titled Manual Order Process.

Approve or Deny: You will then approve or deny the order (If email to obtain consent is being used, the emails are then sent to the applicant. One email will contain the link and username and a separate email will have the password for security purposes). If the applicant fails to complete the online form, the link will become disabled after 60 days. If the manual process is chosen, the user will have to enter the applicant's information manually to place the order. See the section titled Manual Order Process.

The following background request has been submitted for review.  
If you approve the request, it will be sent to Active Screening Faith to begin the background check process for Barney Rubble. Barney Rubble will then get an email asking them to login and fill out the information needed to complete the request (SSN, Address, etc.).  
If you deny the request, it will be sent back to the requester (Alisha Marble). If you deny the request, please add notes explaining why the request was denied.

Requester  
Alisha Marble

Person  
Barney Rubble

Reason

Type ⓘ

Volunteer Protection

User Account ⓘ

Process Manually ⓘ

No

Note ⓘ

✓ Approve Deny

## Appscreen Order Process

**Applicant- Applicant Receives Two Emails –one with link to the consent form and their username, which will be their email address, and a second email with a temporary password that they will be instructed to change upon logging. The email language used is generic for all of our organizations to explain what our myApp portal is and how the myApp portal works. They will use this portal to view results (if you have given us permission to turn this on) or provide any future requested information such as additional disclosures or consent forms or viewing Adverse Action letters.**

**Introduction-** Applicant is welcomed by your custom greeting and presented with the Summary of Rights notice. (this message can be customized by your organization)



A screenshot of the ActiveScreening FAITH user interface. At the top, there is a dark grey navigation bar with "Home" and "Log Off" buttons. The main content area is white and contains a welcome message: "Thank you for your interest in our company!". Below this, it states: "Our user friendly system will now guide you step by step through the process of entering information that is necessary to complete your background investigation. The process will take approximately 10 minutes to complete." It then provides instructions: "Enter your personal information in each field where it is requested. Please be sure to be as detailed and accurate as possible. Omitting or incorrectly entering information could affect the results of your background investigation." and "If along the way you find that you do not have all of the necessary information to complete the process, you may stop and come back to finish at a later time." At the bottom of the main content area is a dark grey button that says "Click here to get started." On the right side of the interface, there is a "Compliance Documents" section with a "Summary of Rights" link and a "View" button.

**Electronic Records and Digital Mouse Signature**-Applicant agrees to the use of electronic records in order to continue.



Home Log Off

**ELECTRONIC RECORDS AND DIGITAL MOUSE SIGNATURE**

This section will describe how you can electronically sign documents required for purposes of completing your background investigation for employment or volunteer purposes, as well as how you can receive electronic documents related to the background investigation. During this process, you will be asked to "sign" one or more of the online documents with a Digital Mouse Signature. Please read the following carefully regarding receipt of electronic documents through this online portal and the Digital Mouse Signature process. Below will guide you through the process of providing consent through an electronic signature, referred to here as a Digital Mouse Signature.

**Receipt of Electronic Documents**

You can choose to have the electronic documents required for purposes of the background investigation provided or made available on paper or in non-electronic form. You can also decide, at a later point, to withdraw your consent to have a record provided or made available in an electronic form. To receive paper documents as opposed to electronic documents, or to withdraw your consent to the

I agree to the terms of this agreement.  I do not agree to the terms of this agreement.

Please sign 

Continue

**Applicant Details-** Applicant supplies any missing information not sent by Rock such as SSN and agrees to the terms of the disclosure and authorization form (can be customized by organization)



Home Log Off

Please Provide all of your information as required below

First Name  \* Middle Name  Last Name  \*

Suffix  Date of Birth  \* Social Security No.  \* Phone Number

Country  \* Street Address  \*

Zip code  \* City  \* State / Province  \*

Have you ever used a different Name? If so please list any and all former names.

Other First Name  Other Last Name  Other First Name  Other Last Name

**NOTICE – BACKGROUND INVESTIGATION**

In connection with my application for employment or to serve as a volunteer with client, end user, or contractor, notice is hereby given that a consumer report and/or investigative consumer report may be obtained from a consumer reporting agency for employment purposes. These reports may contain information about your character, general reputation, personal characteristics and mode of living, whichever are applicable. They may involve personal interviews with sources such as your neighbors, friends or associates. The reports may also contain information about you relating to your criminal history and/or include a criminal background check, credit history, driving and/or motor vehicle records, education or employment history, or other background checks.

I agree to the terms of this agreement.

\_\_\_\_\_  
Please sign 

**Warning!** Do not use the back button in the browser as it may cause problems processing your report.  
 I understand using the back button in the browser may cause problems processing my report.

Continue to Next Step

**Order Confirmation-** Applicant confirms receipt of Summary of Rights and any other required state notices and releases their application.



Home Log Off

Order Confirmation Applicant Name & Address

The following disclosures are required to process this background check.

I have received **Summary of Rights** [View](#)

I certify that all personal information and statements made by me related to my background investigation are true and accurate and that I have not knowingly withheld any fact or circumstance.

I authorize former employers, schools and other references to release any information required for purposes of this background investigation. I waive any right to receive any written notice from this organization or former employers that such information has been released.

I, Sample Applicant, hereby certify that the above is correct.

*Please continue your signature.*

Your background check will be processed to cover the services displayed above. If you feel the information provided may be inaccurate click on the edit link displayed to the right of each service to review or even correct the details provided.

[Release My Application](#)

**Success Confirmation-** applicant will get confirmation of their submitted application and can return here with their existing credentials to view a copy of the report at a later date if this option has been enabled for the ordering organization (if you would like this option enabled, please contact our support team).



Home Log Off

SUCCESS! You have successfully completed your application and submitted it to us for processing.

Background Check Status: **IN PROGRESS** [View Report](#)

Compliance Documents

Summary of Rights [View](#)

## Manual Order Process

**Select Package or Services-** If the approver selects the 'manual' order process, they will be directed to our menu where they can select any of the available packages for their account.



<a href="#">Home</a>	<a href="#">Order a Report</a>	<a href="#">My Account</a>	<a href="#">My Apps</a>	<a href="#">Documents</a>	<a href="#">Look-up</a>	<a href="#">Help</a>	<a href="#">Log Off</a>
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**APPLICANT:** Mary Smith

**Available Services** or **Send invitation to applicant**

Select a package and/or service. You can order a background check by sending the applicant an invite.

**Packages**

- None
- Confidence (Multi/SSN/SO/Alias + County)
- Confidence (Multi/SSN/SO/Alias + Statewide)
- Executive Package
- Protection (Multi/SSN/SO/Alias)

**Services**

- 10 Panel
- County Criminal
- Education Verification
- Employment Verification
- Federal by District
- International Criminal Search
- Monthly Monitoring 12 Months
- Monthly Monitoring 24 Months
- Monthly Monitoring 36 Months
- MVR
- National Combo Search
- Statewide Criminal

Applicant's Email Address

Select the invitation configuration to use for this applicant:  
 ▼

**Submit Applicant Details** - The Admin/Approver will need to supply any missing information such as SSN or Driver's License Info. Even if Driver's License information is stored in Rock, it must be copied and pasted onto the applicant details page. It will not pull over from Rock. If you do not want your applicant to receive our emails with access to the myApp portal where they can view the status of your order or complete any necessary disclosures or forms, do not enter their email address.



Home	Order a Report	My Account	My Apps	Documents	Look-up	Help	Log Off
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Order Progress

X Select Service

>> Provide Applicant Detail

National Combo Search

Order Report

### APPLICANT DETAILS \* = REQUIRED

Provide Applicant Details as Required

Reference No.	<input type="text"/>
First Name	<input type="text" value="New"/> *
Middle Name	<input type="text"/>
Last Name	<input type="text" value="Applicant"/> *
Generation	<input type="text" value="None"/>
Social Security No.	<input type="text"/> *
Date of Birth	<input type="text" value="03/03/1993"/> (MM/DD/YYYY) *
Gender	<input type="text"/>
Ethnicity	<input type="text"/>
Position	<input type="text"/>
Email Address	<input type="text" value="email@email.com"/>

What Country does the applicant reside in?

Street Address

Zip code	City	State / Province
<input type="text" value="33626"/>	<input type="text" value="Tampa"/>	<input type="text" value="FL"/>

Alias First Name	Last Name
<input type="text"/>	<input type="text"/>
Alias First Name	Last Name
<input type="text"/>	<input type="text"/>

How would you like to determine the areas which you will search?

I will let the system select the locations from the zip code above  
 I will select the locations manually

**Report Confirmation-** Admin/Approver will review the information being submitted, certify the order and submit to Active Screening Faith for processing.



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

**Report Confirmation**

Report   Applicant Details   Add to Report   Journal

Consent Form Required  
 RUSH  
 Court Docs  
 Edit

**APPLICANT:** NEW APPLICANT

PROTECTION (MULTI/SSN/SO/ALIAS)	Fees	Sale Price	Total	Remove
Includes: National Combo Search	\$0.00	\$13.50	\$13.50	<input type="checkbox"/>
NATIONAL COMBO SEARCH	Fees	Sale Price	Total	Remove
	\$0.00	PKG	\$0.00	<input type="checkbox"/>
	<b>\$0.00</b>	<b>\$13.50</b>	<b>\$13.50</b>	Remove

Fair Credit Reporting Act – Client Certification

By requesting a background check report from Active Screening Faith you certify the following:

- You have provided the job applicant/volunteer with a clear and conspicuous disclosure advising them that a background check report may be obtained for employment/volunteer purposes and have received their written authorization to obtain the report;
- You will comply with any adverse action requirements as described in the Fair Credit Reporting Act, if applicable (15)

I agree.

## Completed Results for All Orders

After report completes the user will get an email notification from Rock and view the report in the applicant's profile. They will also add the "Pass" status after reviewing the report unless they are using our adjudication process which can trigger an automated workflow in Rock.

 Safety & Security

**Background Checked** Yes

**Background Check Date** 5/5/2020

**Background Check Result** Pass

**Background Check Document** [View](#)

## Changes to Completed Reports

With Active Screening Faith, it is possible to ask support to add on a search to an existing report which will update the final results if the order has not been invoiced. This will initiate a new workflow in Rock so that the applicant profile can be up to date. It is also possible for an applicant to dispute the findings on their report which could also result in an updated report.

Example of completed No Record result with Pass status after initial order:

 Safety & Security

Background Checked Yes

Background Check Date 5/7/2020

Background Check Result Pass

Background Check Document [View](#)

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With this example, we then added a new search on to the order which resulted in Record/fail status. Since the workflow could not update automatically due to the 'fail' status, an email was triggered to the ordering user and this allows the admin/approver to take the necessary action to update the applicant's status. But until that step is taken, the applicant profile shows:

 Safety & Security

Background Checked No

Background Check Date 5/7/2020

Background Check Document [View](#)

---

Sample of email received by Admin/Approver-

The following Background Check Update (Active Screening Faith) requires action:

Request: [Anne Snow](#)

## Details

---

**Person:**

[Anne Snow](#)

**Requester:**

[Alisha Marble](#)

**Type:**

Volunteer Protection

**Report Link:**

Order URL

**Report:**

[View](#)

[View Details](#)

[Pass](#)

[Fail](#)

If Admin/Approver were to mark this applicant as 'fail' - their status would then change to:

 Safety & Security

Background Checked No

Background Check Date 5/7/2020

Background Check Result Fail

Background Check Document [View](#)

## Uninstalling Active Screening Faith

To remove Active Screening Faith, simply select a different background check provider to be your default provider.

To Contact Support with Questions:

Email: [CS@activescreeningfaith.com](mailto:CS@activescreeningfaith.com)