Employment Screening

Enterprise Edition

User Guide

LexisNexis®

LexisNexis® Screening Solutions

Employment Screening – Enterprise Edition

July 2011

CONFIDENTIAL & PROPRIETARY

The recipient of this material (hereinafter "the Material") acknowledges that it contains confidential and proprietary data the disclosure to, or use of which by, third parties will be damaging to LexisNexis Risk Solutions and its affiliated companies Therefore, recipient agrees to hold the Material in strictest confidence, not to make use of it other than for the purpose for which it is being provided, to release it only to employees requiring such information, and not to release or disclose it to any other party. Upon request, recipient will return the Material together with all copies and modifications, if any.

All names in the text, or on the sample reports and screens shown in this document, are of fictitious persons and entities. Any similarity to the name of any real person, address, school, business or other entity is purely coincidental.

LexisNexis and the Knowledge Burst logo are registered trademarks of Reed Elsevier Properties Inc., used under license. Other products and services may be trademarks or registered trademarks of their respective companies. Copyright 2011 LexisNexis. All rights reserved.

Copyright © 2011 LexisNexis Risk. All rights reserved.

Table of Contents

Table of Contents ..... **ii**
Introduction **1**
Using Employment Screening **3**
Logging into Employment Screening 4
Changing Initial or Expired Passwords 6
Site Navigation 7
Dashboard Features 10
Order Entry **11**
Components 12
Packages 13
Creating Your Order 14
Client Reference ID 16
Data Entry 18
Entering Education Information 20
Entering Employment Information 21
Entering Motor Vehicle Report Information 23
Using the Public Records Grid 24
Adding Attachments 27
Reviewing Your Order Summary 28
Reviewing and Submitting Your Order 29
Duplicate Order Checking 31
Online Signature for Orders 32
Receiving Confirmation 37
Rescreen Manager **38**
View Order Results **39**
Employment Screening Filtering Option 40
Additional Search Options 42
Order Viewing 44
Viewing Order Details 47
Administration **51**
Administration Options Overview 52
Edit User Settings 53
Access Company User List 59
Edit Company Settings 61
View Managerial Reports 66
Custom Package Maintenance 68
Billing **69**
Billing Filtering Preferences 70
Frequently Asked Questions **72**
Order Entry 72
Order Viewing 73
Billing 74
Administration 74

Copyright © 2011 LexisNexis Risk. All rights reserved.

Introduction

Overview

Employment Screening – Enterprise Edition is a web-based pre-employment screening utility, offering fast, background information to meet your business needs. LexisNexis® Employment Screening, offers an automated and interactive ordering system, customized screening packages based on position, custom adjudication/scoring criteria, flexible reporting options, tiered background screening, timely results, online billing, and accommodating administration functions making Employment Screening a comprehensive solution for any employer's hiring program. For additional information regarding other services, such as batch ordering and Employee Eligibility Verification (EEV) service, please refer to Inside Employment Screening.

Employment Screening provides maximum accessibility regardless of what type of computer system and/or browser you use.

In order to get the most visually pleasing experience, use a monitor resolution of 1024 x 768 or greater and the latest version of the following Java-enabled browsers:

- Microsoft® Internet Explorer® version 6.0 or higher
- Apple® Safari™ version 1.2 or higher
- Mozilla® Firefox® version 2.0 or higher

In this Guide

This guide is designed for you to use as a reference tool for Employment Screening. It describes the process of ordering background checks, viewing results, administrative functions, and online billing. At the end of this guide are frequently asked questions and a glossary of common Employment Screening terms to assist you in becoming more familiar with the system.

Copyright © 2010 LexisNexis Risk Solutions. All rights reserved.

Document Conventions

The following documentation conventions are used throughout this manual.

Convention	Description
Bold	This is used to identify data field names and menu selection options.
" "	This is used to identify new terms.
Italics	This is used to identify references to other chapters, documents, or databases.
WARNING	This is used to identify warnings.
Gray Shading	This is used to identify tips or notes.

Additional Training

In addition to this guide, you can take a Employment Screening e-Training class with a live instructor present to answer your questions. You can also watch an online training video at your convenience 24 hours a day, seven days a week. For instructions to register for a Employment Screening class or to view the training video, go to http://Learn.LexisNexis.com.

Technical Support

For questions on how to use Employment Screening, call 1-800-962-2091 (Monday – Friday, 8:00am – 8:30pm Eastern Standard Time). For after-hours support, leave a message on the automated system and a representative will respond to your request within a 30-minute time frame. You may also email your questions to the support team at: employment.support@lexisnexis.com.

For questions on interpreting your results or on your account, call your account manager at 1-800-962-2091.

Copyright © 2010 LexisNexis Risk Solutions. All rights reserved.

Using Employment Screening

In this Chapter

This chapter discusses:

- How to log into Employment Screening
- How to change an initial or expired password
- How to navigate around the site
- How to interpret results in the Dashboard

Topic	See Page
Logging into Employment Screening	**4**
Changing Initial or Expired Passwords	**6**
Site Navigation	**7**
Dashboard Features	**10**

Copyright © 2010 LexisNexis Risk Solutions. All rights reserved.

Logging into Employment Screening

General Information

Your Employment Screening account is customized to your company's specifications. Certain setup options and available products will vary depending on your account. If you have questions about your account, contact your system administrator or call LexisNexis® Technical Support for assistance.

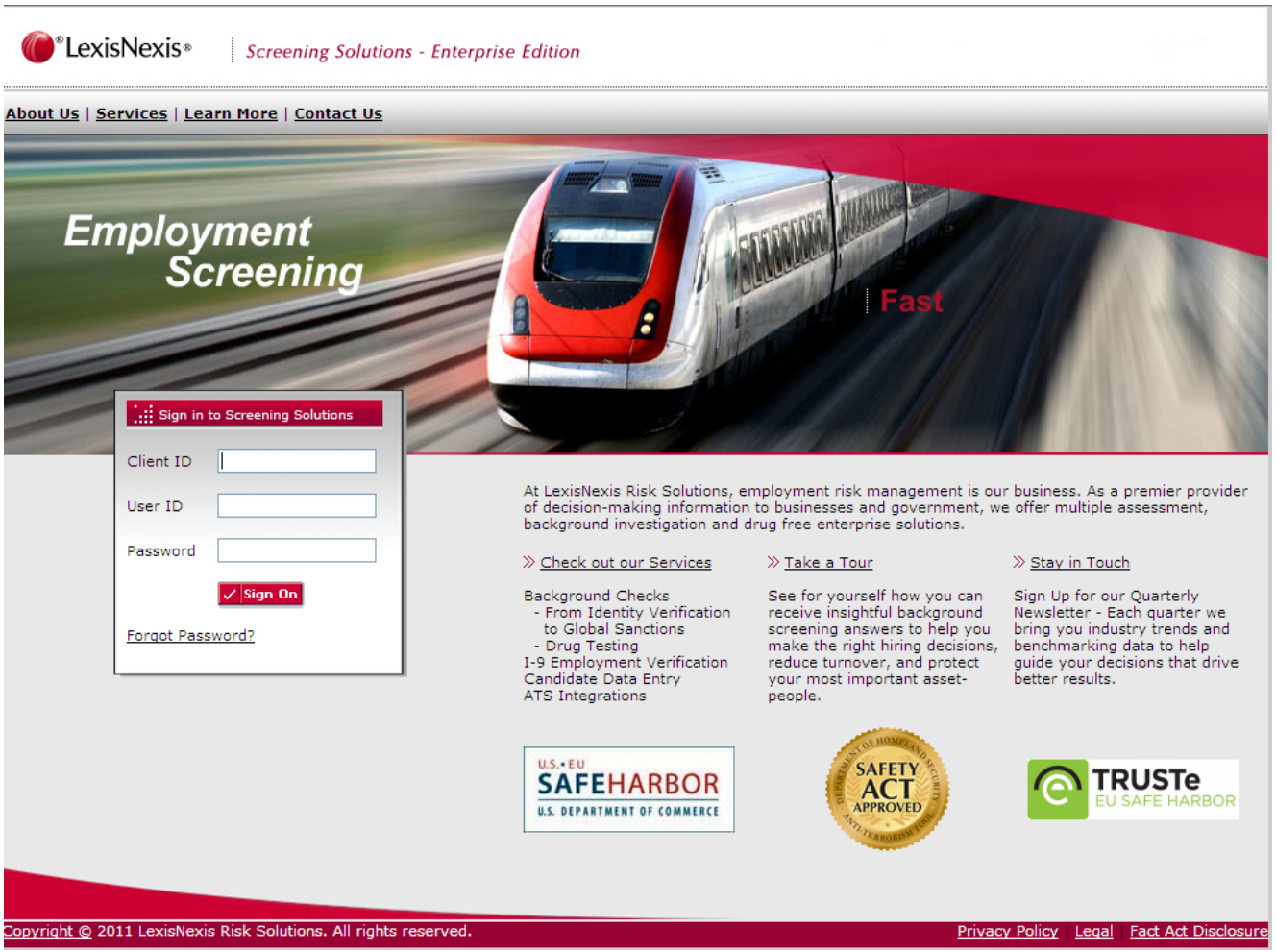
The Internet address for Employment Screening is screen.lexisnexis.com. Typing this address into your web browser will bring you to the **Employment Screening Login** screen.

Logging In

Follow the steps below to log into Employment Screening.

Step	Action
1	In the **Client ID** field, type the Client ID given to you by the Employment Screening administrator or LexisNexis® Screening Solutions.
2	In the **User ID** field, type your User ID.
3	In the **Password** field, type your password. **Note:** You must obtain your initial password from the Employment Screening administrator or from LexisNexis® Screening Solutions. If this is your first time logging in or your password has expired, the Change Password screen will appear. See the **Changing Initial or Expired Passwords** section for more information.
4	Click . The Employment Screening main screen appears.

Copyright © 2011 LexisNexis. All rights reserved.



Forgot Password

Your initial password is given to you by your Employment Screening administrator. If this is your first time logging in or your password has expired, you will need to change your password. You can also change your password whenever you wish via the Administration screen. More information on passwords can be found in *Using Employment Screening* and *Administration.* You may also contact your Employment Screening system administrator or call LexisNexis® Technical Support for password assistance

If you have forgotten your password, you can reset it by clicking on the **Forgot Password** link. You will need to provide your Client ID, User ID and provide the answer to your secret question.

Copyright © 2011 LexisNexis. All rights reserved.

Changing Initial or Expired Passwords

Change Password

Use the following steps to change an initial or expired password.

Note: You must first log into Employment Screening.

Step	Action
1	When the **Change Password** screen appears, enter your current password in the **Old password** field.
2	Enter your new password in the **New password** field. See the *Password Guidelines* section below.
3	Retype your new password to confirm it.
4	Click the **Submit** button to save your changes.

Password Guidelines

Use the following guidelines when creating a new password:

- Password must be at least eight characters in length.
- Password must contain three of the following four types of characters:
    1. Upper case letter A-Z
    2. Lower case letter a-z
    3. Digit 0-9
    4. Special characters: ! @ # % ^ ( )
- Password must not contain:
    1. Account Number or User ID.
    2. Three of the same characters in succession. (Ex: aaa, bbb, ccc)
- New password cannot be a previously used password.

Copyright © 2011 LexisNexis. All rights reserved.

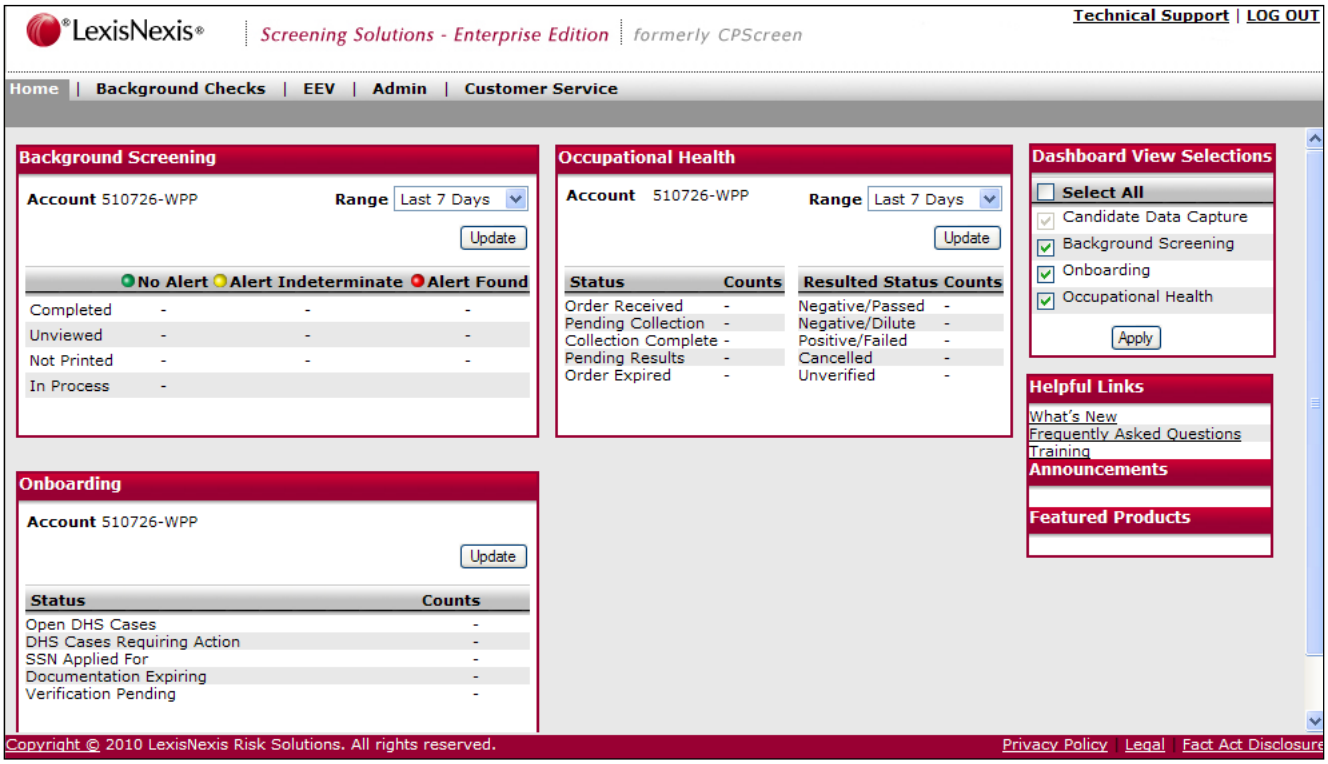
Site Navigation

Navigation Toolbar

Copyright, Privacy Policy, Legal, Fact Act Disclosure, and the Log Out links will be universally available from the Navigation menu in all sections of Employment Screening. Additionally, you will always be able to see the Log-in Account/Client ID and User ID from every page on the site.

The navigation toolbar at the top of the screen allows you to navigate through the Employment Screening website. The descriptions of the toolbar options are explained below.

Note: The navigation menu options will vary depending on the account and user privileges.



Copyright © 2011 LexisNexis. All rights reserved.

Toolbar Option	Description
Home	After a successful login, you view the Employment Screening Homepage. The homepage contains numerous useful links to help you in your navigation of the site. On the left side of the Homepage, you will find the following sections: **HELPFUL LINKS:** This section contains the following links – *What's New*, *Inside Employment Screening*, and *User Guide*. **ANNOUCEMENTS:** This section contains any system notices or any other notifications or changes affecting Employment Screening. The following links are available within this section: *System Notices* and *FTC Disposal Notices*. The right side of the Homepage displays the Dashboard, which will be explained in the next section.
Background Checks	Clicking on the Background Checks menu tab from the navigational toolbar will display the following submenus
	Order Entry: Use this option to order your company's custom package searches, individual/ala-carte searches, or batch orders for your company.
	Order Viewing: Use this option to: • View the status of reports. • View alert notifications • View Completed, Pending, Delayed, and Under Construction orders. • Track Completed, Pending, Delayed, and Under Construction orders. • Print Completed, Pending, Delayed, and Under Construction orders.
	Rescreen Manager: This feature is optional and must be activated to see the submenu item.
	Background Check User Guide: Use this option to download the Employment Screening Background User Guide in a PDF format. You will need Adobe Acrobat Reader to view this document.
Employee Eligibility Verification (EEV) Services	EEV Services allow employers to perform electronic DHS/SSA validation, Form I-9 creation, re-verification, remote verification, compliance reporting, electronic document storage, and manage employees' I-9 documents.

Copyright © 2011 LexisNexis. All rights reserved.

Toolbar Option	Description
Admin	This option displays several sub-menus based on your security settings. Use this option to manage your individual Employment Screening account by creating, modifying, or removing users, as well as to change passwords and assign security levels. **Tip:** If you are not the designated Employment Screening administrator for your office, many of these options will not be available to you.
	Billing: This option displays as a sub-menus under the **Admin** menu. Use this option to review or print your order transactions, if you have the appropriate security permissions.
Customer Service	Use this option to send an email to Employment Screening Customer Service. **Tip:** See the Employment Screening administrator for more information on when to contact Customer Service.

Copyright © 2011 LexisNexis. All rights reserved.

Dashboard Features

Basic Features

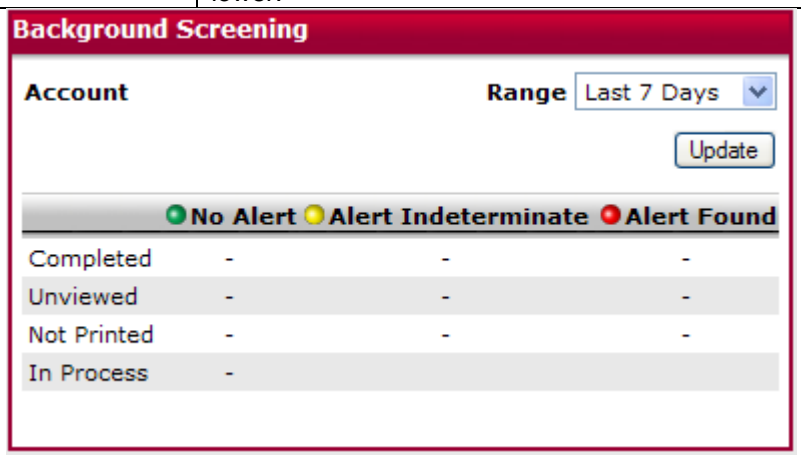
Available from the homepage, the Dashboard provides you with quick and easy access to search case results based on predefined queries of "Completed", "Unviewed", "Not Printed", and "In Process" cases. Within each query set, you can perform more specific queries by clicking on the red, yellow, and green links.

For example:

- The red link under the "Completed" section returns all cases ordered in the last 7 days that are in a "Completed" case status where at least one element has a red flag.
- The yellow link under the "Unviewed" section returns all cases ordered in the last 7 days where at least one element has a yellow flag and that element has not been viewed.
- The green link under the "Not Printed" section returns cases ordered in the last 7 days where all elements have a green flag and at least one of those elements has not been printed.

The Dashboard feature displays results based on the following user security levels:

Security Level	Dashboard Options
My Orders Only or **My Alerts Only**	The Dashboard will display a count of the number of cases next to the appropriate alert icon and status for the user's orders.
View All Reports or **View All Alerts**	The Dashboard will display a count of the number of cases next to the appropriate alert icon and status for that user's orders only. You will have the option to de-select **My Reports Only** to display all orders within the account based on clicking the link.
View All Alerts or **View All Reports and Multi Account Viewing**	The Dashboard will display a count of the number of cases next to the appropriate alert icon and status for all accounts the user has access to view. The **Account Selection** feature will be available for you to use to select accounts to update the dashboard within your hierarchy level and lower.



Copyright © 2011 LexisNexis. All rights reserved.

Order Entry

Overview

The Employment Screening Order Entry process follows a step-by-step sequence and will vary depending on the component(s) or package that you are ordering. For example, if your package does not include an employment verification report, you will not be required to enter the subject's present and past employment information during the Order Entry process.

In this Chapter

This chapter discusses the components and packages available through Employment Screening, the process flow related to ordering, and the specific Order Entry procedures.

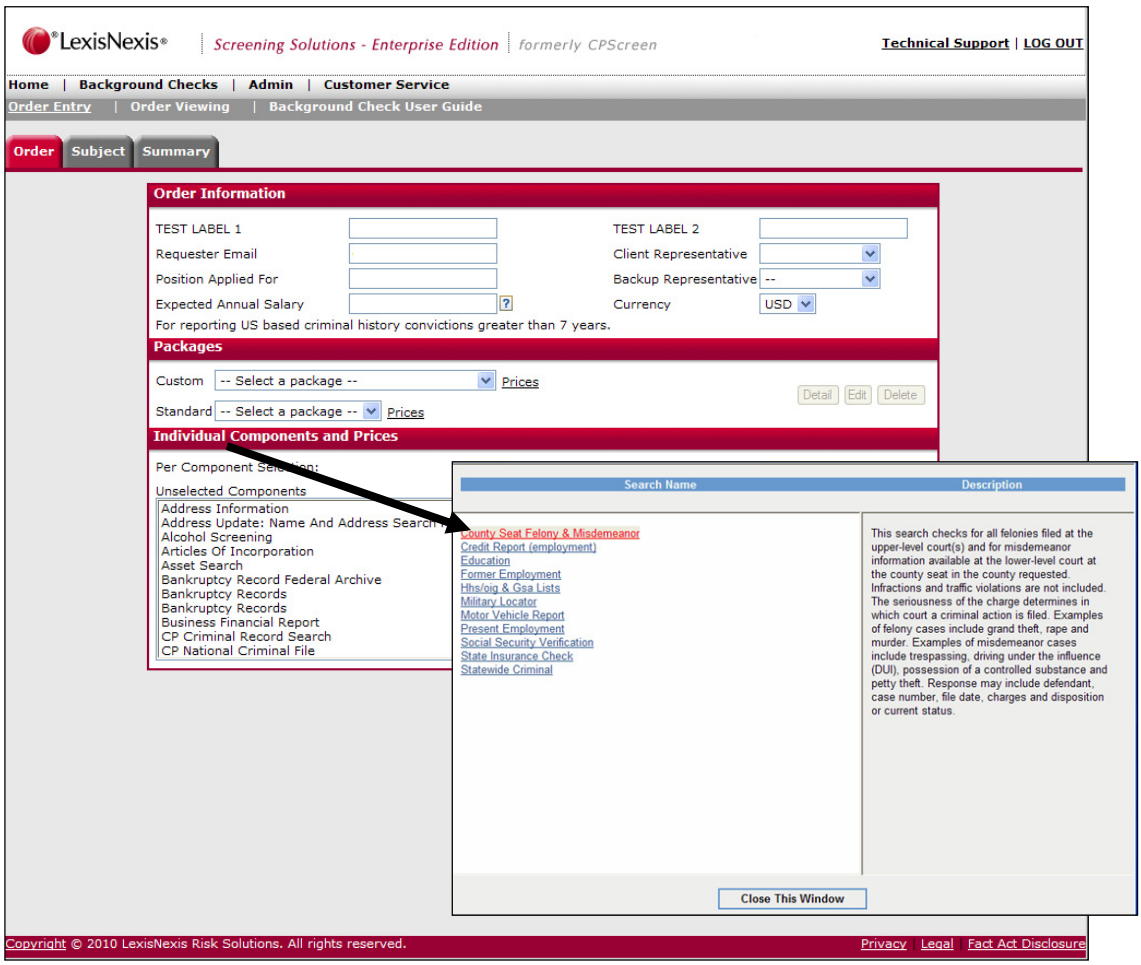
Topic	See Page
Components	**12**
Packages	**13**
Creating Your Order	**14**
Data Entry	**18**
Entering Education Information	**20**
Entering Employment Information	**21**
Entering Motor Vehical Report (MVR) Information	**23**
Using the Public Records Grid	**24**
Reviewing and Submitting Your Order	**28**
Duplicate Order Checking	**30**
Receiving Confirmation	**31**

Copyright © 2011 LexisNexis. All rights reserved.

Components

Component Descriptions

Figure 3.1 illustrates common search components available in Employment Screening. Please note that the search components available for you to order may vary depending on your account preferences. Specific components that are available to order for your account can be viewed by clicking on the **Individual Components and Prices** link, or scrolling through the list provided in the drop-down menu from the **Order Entry** screen.

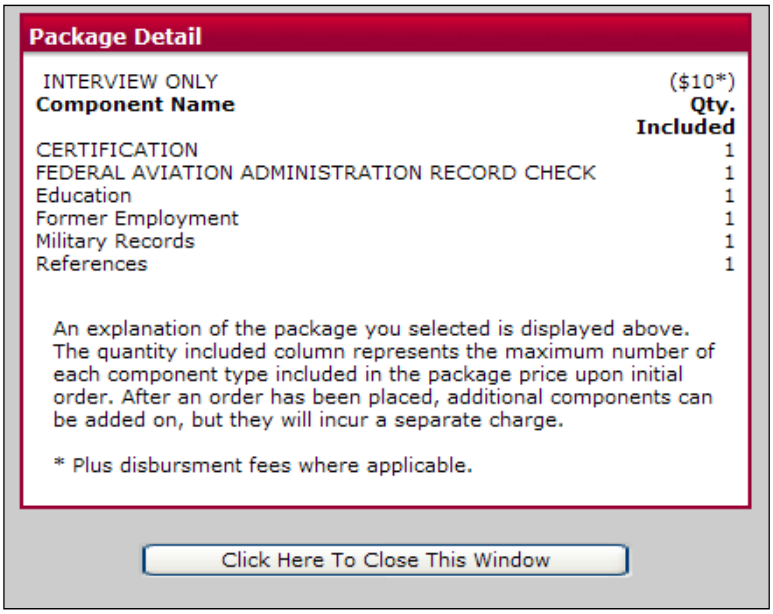


Copyright © 2011 LexisNexis. All rights reserved.

Packages

Package Details

Packages in Employment Screening provide you with a convenient selection of multiple component combinations. Depending on your account settings, you may have the ability to add individual components to your package before your order is submitted. Employment Screening package details can be viewed by clicking on the **Detail** link associated to the corresponding package. The **Package Detail** window will include the components included in the package, as well as the quantity of each component. Please note that due to your account preferences, all packages may not be available for you to order through Employment Screening.

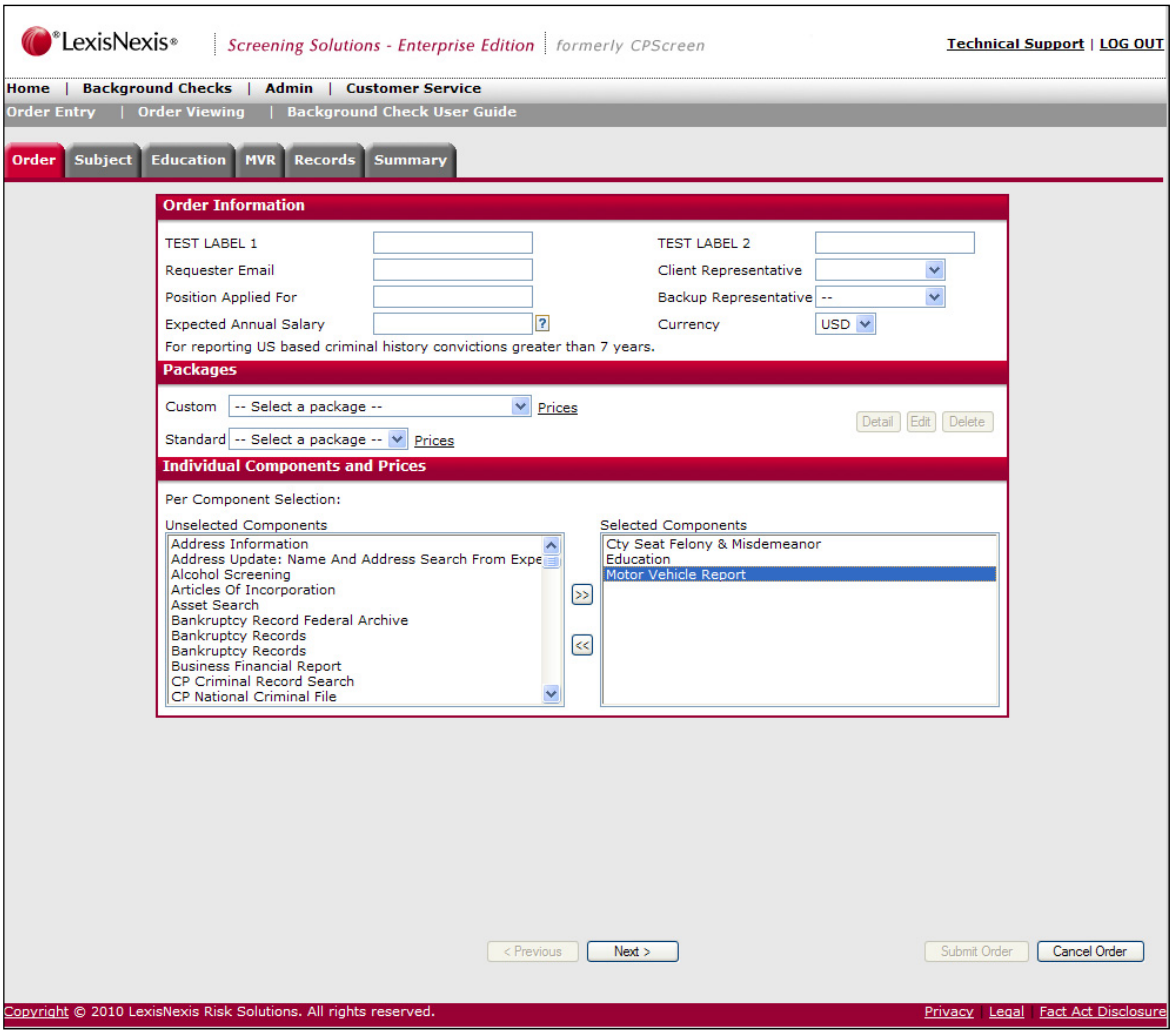


Copyright © 2011 LexisNexis. All rights reserved.

Creating Your Order

Getting Started

To begin the Order Entry process, click on the **Background Checks** menu tab from the Employment Screening navigation bar at the top of the page. Select **Order Entry** from the additional options displayed. .



Copyright © 2011 LexisNexis. All rights reserved.

Selecting Your Order Preference

There are a variety of order options to choose from in Employment Screening, allowing you to order both individual components and defined packages.

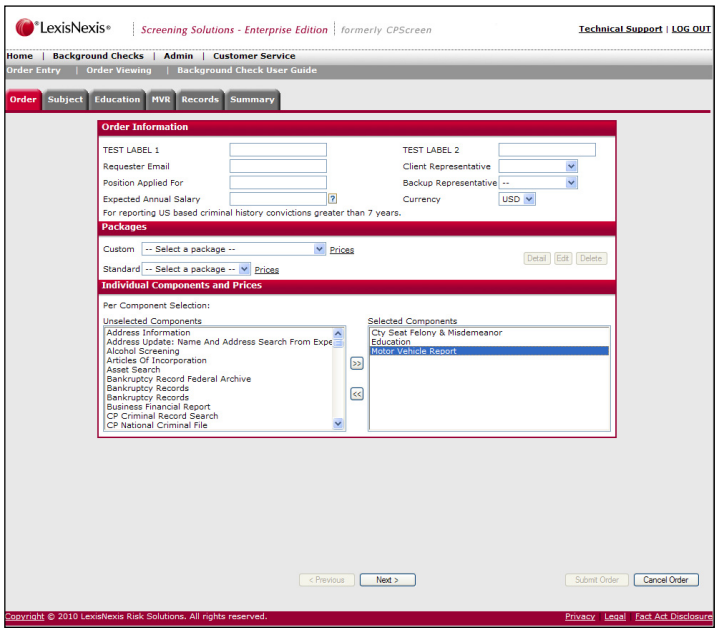
- An individual component is a single search component.
- A defined package is one that is developed specifically for your company

Follow the steps below to start your order.

Step	Action
1	(Optional) Type your **Client Reference ID** in the **Client Reference ID** field. The information entered into the client reference fields are tied to the order and passed through to the billing detail. This information is commonly used to sort or group orders by the information entered. **Tip:** The **Client Reference ID** field is used to assist you in identifying your order. For example, you may want to type a department or location name in this field.
2	(Optional) Type your **Client Reference 2**. **Tip:** The **Client Reference 2** field is used for additional data to assist you in identifying your order. For example, you may want to type a position code in this field.
3	(Optional) Type the **Position Applied For**. Type specific text to search for an applicant based on positions available. Or use the drop-down list of available positions that have been setup for your specific account. Three options are available: 1. Free form text field which captures data entered to identify the position. 2. Position Applied For dropdown list – list is approved by customer. 3. Position Applied For dropdown list with package mapping. **Note:** Depending on your account setup, you may be required to select **Position Applied For** in order to display packages. Additionally, your account may only display a list of packages that have been mapped to the position selected.
4	(Optional) Select the **Applicant Type**. Use the Applicant Type drop-down to select Employee or Volunteer status. When activated, the applicant type must be selected before a screening order is entered. **Note: Applicant Type** is an optional field. Please contact Customer Support for addition information.
5	Select a package. **Note:** Packages created by the user, are user specific.
6	**Edit**, **Delete** and **Details** buttons are available to maintain the user

Copyright © 2011 LexisNexis. All rights reserved.

Step	Action
	specific custom package.
7	Once the package has been set, add on components may be available for you to select in the **Individual Components and Prices** section..
8	Click **Next** to begin entering subject information.



Client Reference ID

Note: The **Client Reference ID** can either be an optional free form text field, or it can be set to be a required field with a specific format.

If the Client Reference ID value is 'LIST', the field will show a drop-down list. If the format is not 'LIST' and is a single format, the format will appear next to the reference field.

The acceptable formats are:
999-9999
AAA-999
AA/AA 9999
99AA-999AAA
MM/DD/YYYY
LIST

Client Representative Field

The **Client Representative** field will be pre-filled with the logged in user's User ID. This field can be displayed in two ways:

- List
- Text Pattern

The label for client reference id and the format for each entry field is customizable.

Copyright © 2011 LexisNexis. All rights reserved.

Client Representative Backup Field	The **Client Representative Backup** field can be used if you want another person to receive the completed report notifications.

Copyright © 2011 LexisNexis. All rights reserved.

Data Entry

General Concepts

Use the **Subject Information** tab to enter in the subject's personal information, current address, Admitted Hits, and Case Special Instructions.

Note: The fields in red are required and must be completed before you can continue with your order.

Admitted Hits Section

The **Admitted Hits** section is an optional free-form text field that can be used to enter in any admitted offenses by the subject. A date and location must be included for the information to be considered relevant.

Case Special Instructions Section

The **Case Special Instructions** field is an optional free-form text field that can be used to enter in any additional subject information that may assist LexisNexis's Employment Services in processing the report.

Aliases/Other Names Field

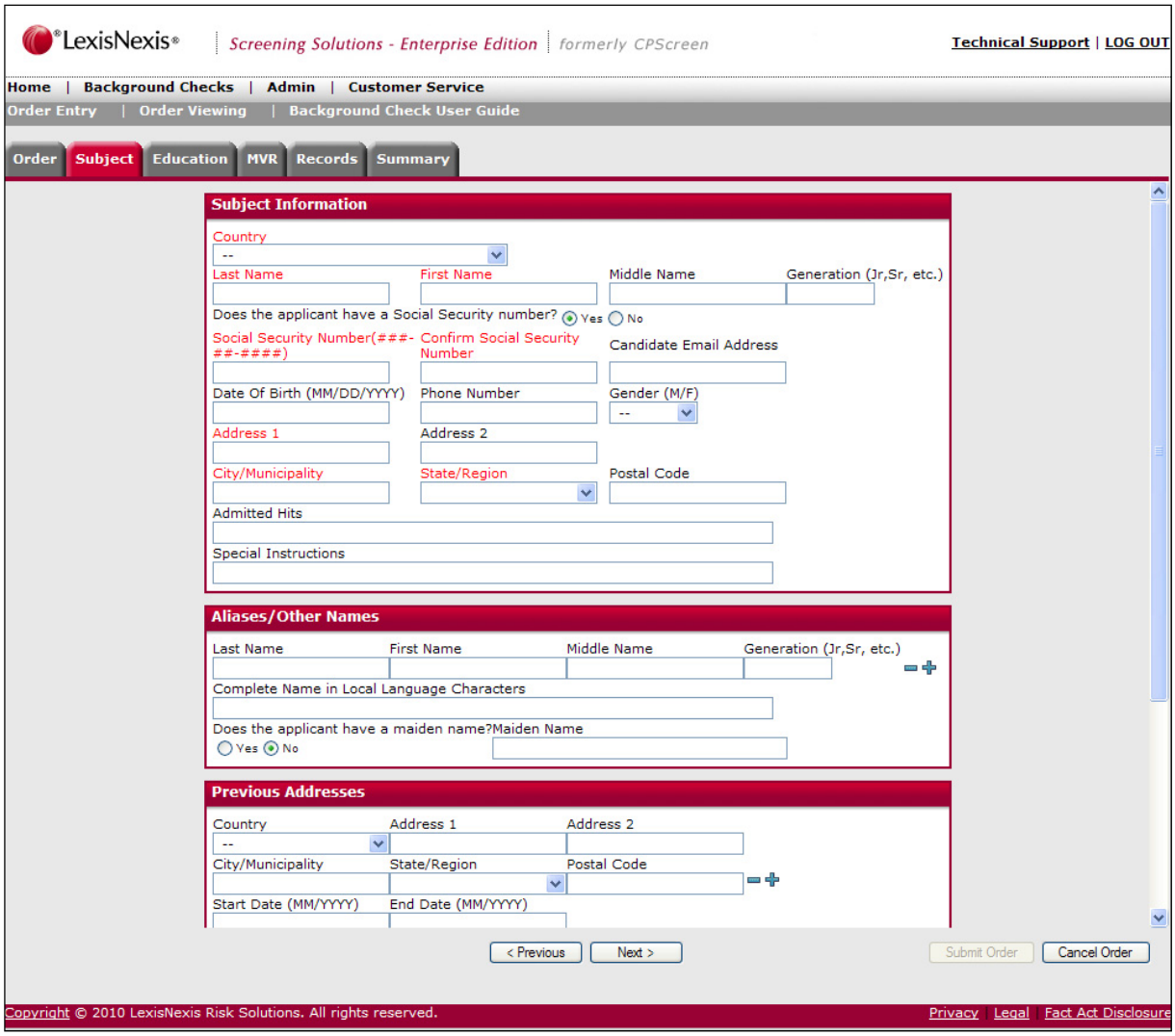
The **Aliases/Other Names** field is an optional field that can be used to enter an additional name for the subject, such as a maiden name or alias.

If your account is setup with the preference to use this field, you may use the other name(s) for criminal searches with one exception. The other name will not be used if you are ordering a LexisNexis® National Criminal File report.

Follow the steps below to complete the **Subject Information** tab.

Step	Action
1	(Required) Enter the subject's personal information and current address. **Note**: The city, state, and zip code are validated against each other.
2	(Required) The Social Security Number must be confirmed by entering the number twice.
3	(Optional) Enter the charge, state, and location of any **Admitted Hits** declared by the subject.
4	(Optional) Enter possible information to assist in processing your order.
5	(Optional) Enter **Aliases/Other Names.** **Tip:** If you have more than one alias, click the **+** icon to add another alias.
6	(Optional) Enter any previous addresses. **Tip:** If you have more than one address, click the **+** icon to add another address.
7	Click **Next** to continue in the order entry process.

Copyright © 2011 LexisNexis. All rights reserved.



Copyright © 2011 LexisNexis. All rights reserved.

Entering Education Information

General Concepts

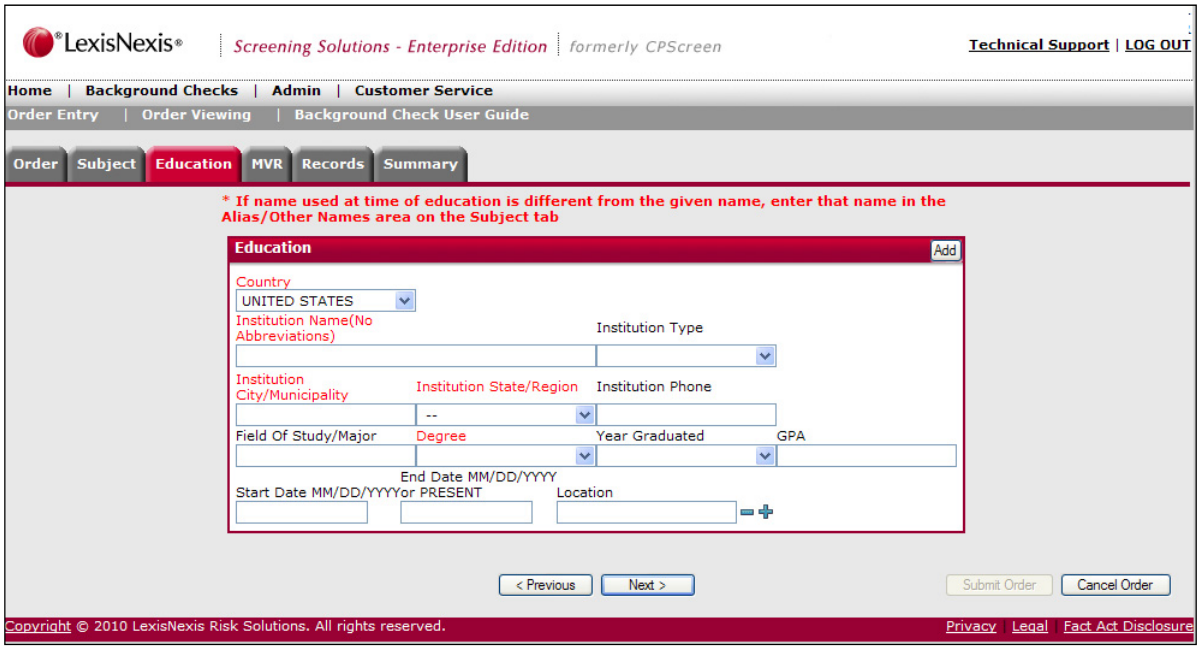
Note: The **Education** screen is conditional and will only appear if you are ordering an Education Background Report.

Use the **Education** screen to enter details about the subject's education experience. Fields indicated in red are required and must be completed before you can continue with your order.

If you are ordering a package that includes multiple education institutions, you have the opportunity to add additional institutions to the search.

Follow the steps below to complete the **Education Institution** screen.

Step	Action
1	(Required) Enter the appropriate information in the required fields. **Note:** Additional information provided will increase the accuracy of the results.
2	(Optional) Click the **Add** button to enter information about an additional institution. Click on the delete button to remove an entry.
3	Use the tabs across the top or the **<<Prev** or **Next>>** buttons to navigate through screens.



Copyright © 2011 LexisNexis. All rights reserved.

Entering Employment Information

General Concepts

Note: The **Employment** screen is conditional and will only appear if you are ordering a Current or Previous Employment Report.

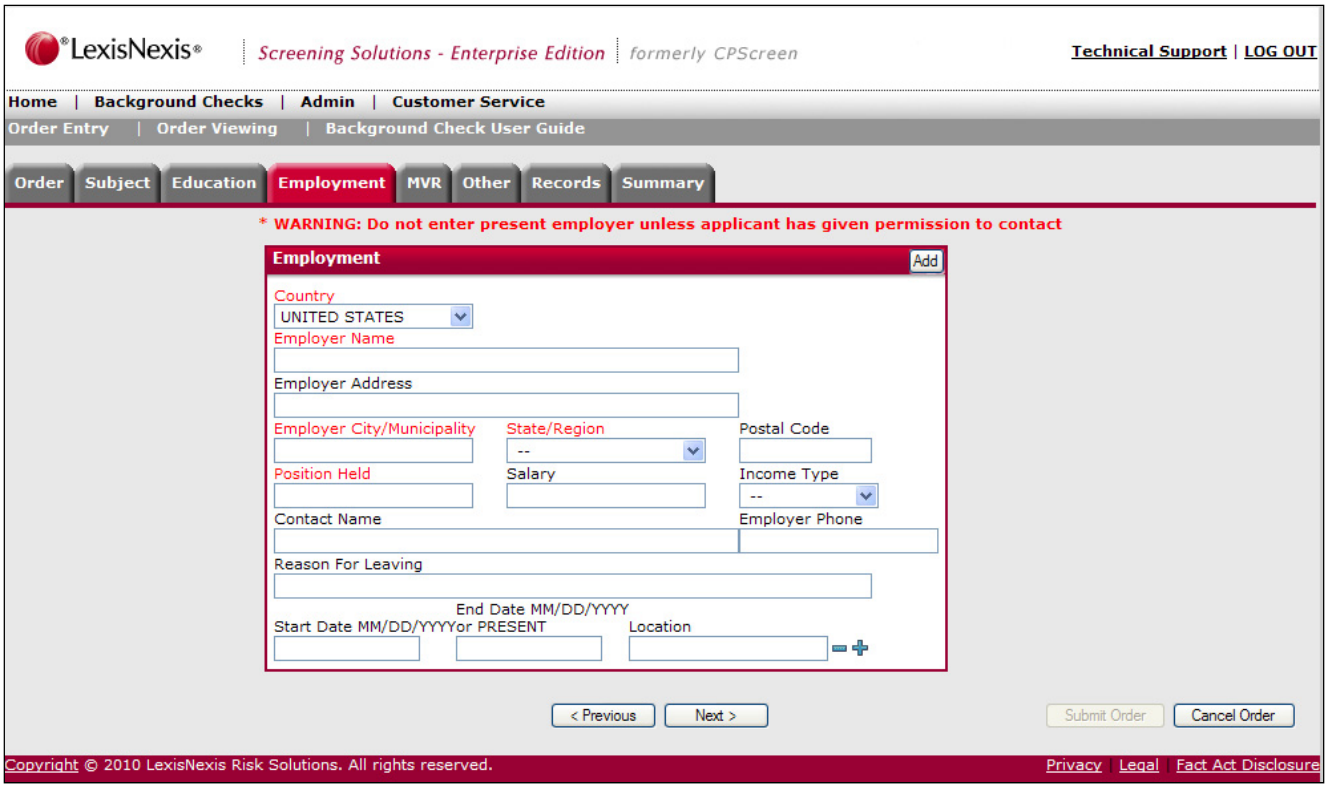
Use the **Employment** screen to enter details about the subject's present and former employment experience. Fields indicated in red are required and must be completed before you can continue with your order.

If you are ordering a package that includes multiple former employment reports, you have the opportunity to add additional employers to the search.

Follow the steps below to complete the Employment Information screen.

Step	Action
1	(Required) Enter the subject's current employment information. **Note:** Do not enter present employer information unless the subject has granted you permission to contact his/her current employer.
2	(Optional) Click the **Present Employer** selection box if applicable.
3	(Optional) Click **+** to add multiple dates or locations associated to your employment entry.
4	(Optional) Click **Add** to enter information about an additional previous or former employer.
5	Use the tabs across the top or the **<<Prev** or **Next>>** buttons to navigate through screens.

Copyright © 2011 LexisNexis. All rights reserved.



Additional Dates, Locations, and Positions

The **+/-** buttons are available for both the Employment and Education verification process. You should use these buttons to submit or remove additional dates or locations associated to the entry. For example, if the subject worked for an employer with a lapse in time, you could enter the additional employment date range by clicking the **+** button.

Use the date fields to enter the additional employment date ranges and the location fields to enter multiple locations or additional positions held.

Copyright © 2011 LexisNexis. All rights reserved.

Entering Motor Vehicle Report Information

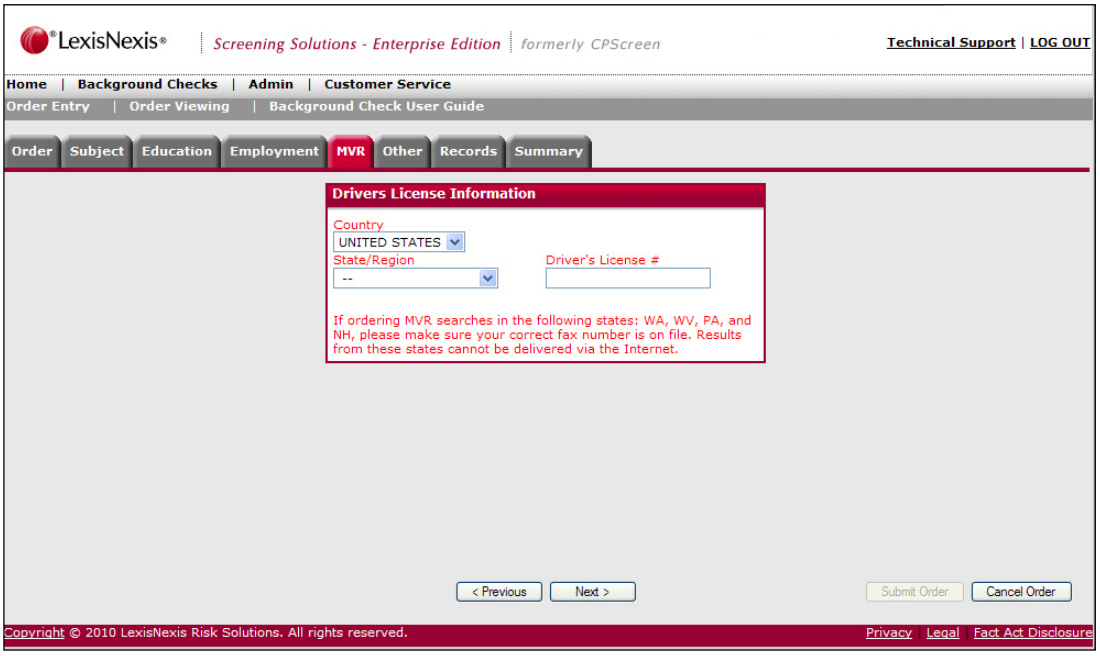
General Concepts

Note: The MVR screen is conditional and will only appear if you are ordering a Motor Vehicle Report.

Use the **MVR** screen to enter the subject's driver's license information. Fields indicated in red are required and must be completed before you can continue with your order.

Follow the steps below to complete the Motor Vehicle Information screen.

Step	Action
1	Enter all required fields in red. **Note:** Once the state has been selected, the required format for the selected state will display below the fields.
2	Use the tabs across the top or the **<<Prev** or **Next>>** buttons to navigate through screens.



Copyright © 2011 LexisNexis. All rights reserved.

Using the Public Records Grid

General Concepts

The Public Records screen is a conditional screen that appears only if you have selected a package that includes a criminal background search along with a social security verification search.

All address information provided by the applicant and used in the data entry process is populated on the grid. Additionally, if the Social Security Number Verification (SSNV) component is included in the order, addresses returned in the verification are also populated on the grid. The "Source" of the address is listed below address: *Applicant Provided* or *Developed by SSNV*.

The addresses populated in the grid are associated with the Social Security number you provided. The cities shown in bold are the locations associated with the corresponding name in the first column. This allows you to run a criminal background check in other locations where the subject has resided. By default, each location is selected to be included in the search. To ignore the grid results and continue with your order, click on **Reset** and then click **Next**.

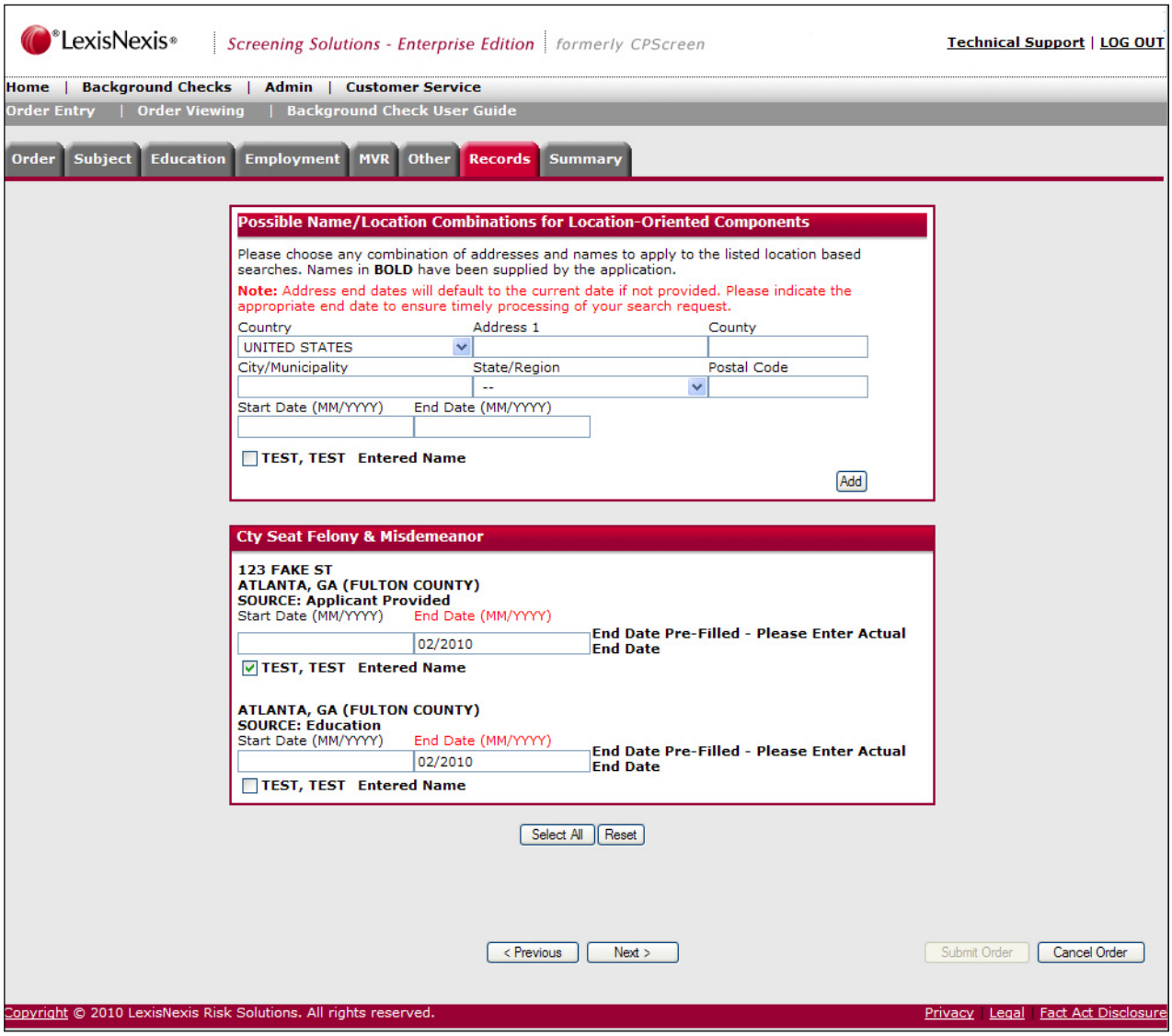
Note: If you select more location/name combinations than your package allows, there will be an additional charge.

Adding Criminal Searches

Follow the steps below to add a criminal background search for one of the possible name/location combinations found in the grid.

Step	Action
1	Review the addresses developed during the order entry process.
2	(Optional) Enter any additional address locations to add to your existing location. Click on the selection box next to the subject name.
3	(Optional) Click on **Add** to add the location to the Criminal Background search.
4	(Optional) Exclude a location from the Criminal search by clicking delete button to the right of the address.
5	Click **Select All** to add all locations to the Criminal Background search. Click **Reset** to remove all locations from the Criminal Background search.
6	Use the tabs across the top or the **<<Prev** or **Next>>** buttons to navigate through screens.

Copyright © 2011 LexisNexis. All rights reserved.



Customized Public Record Selection Grid

The Public Record Selection currently has several customizable features. Contact your account representative for additional assistance.

The customizable features include:

- Limit Number of Public Records Ordered
- Pre-selection of Other Names on the grid
- Pre-selection of Developed Addresses on the grid

Copyright © 2011 LexisNexis. All rights reserved.

Limit Number of Public Records Ordered

The Limit Number of Public Records Ordered feature allows you to lock the Public Record Selection grid to limit the number of name/address combinations that can be selected.

With this option, you are prohibited from selecting combinations of names and addresses that exceed their corporate designated amount. An error message displays if a user attempts to order name/address combinations greater than the set amount.

Note: Your account can also be set-up with privileges to override the limit set for the Public Records grid.

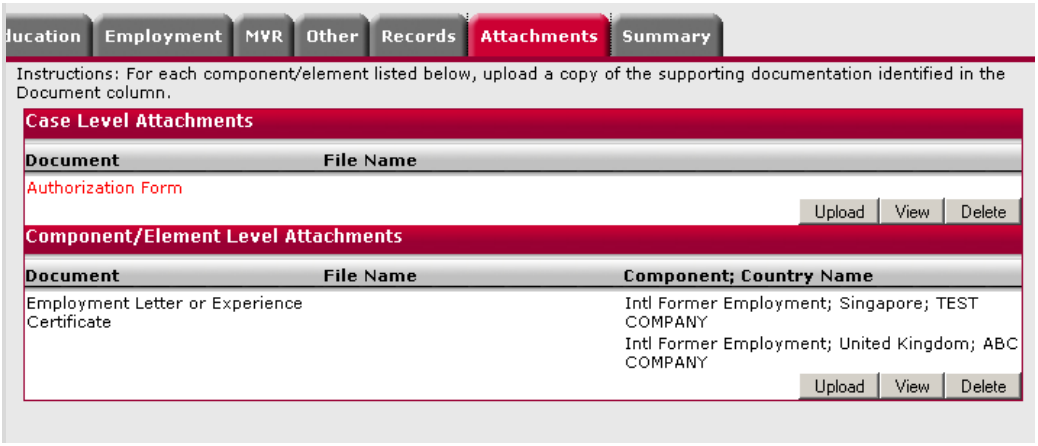
Copyright © 2011 LexisNexis. All rights reserved.

Adding Attachments

General Concepts

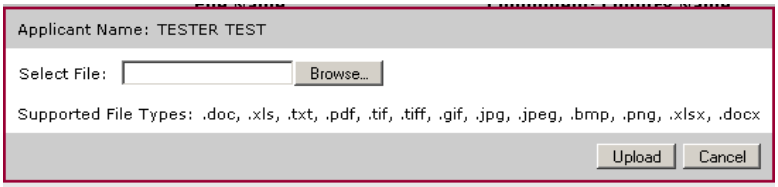
The attachments tab in Enterprise Edition will show required and/or optional documents for the background screening products ordered. Whether a document is required or optional for a search depends on the rules loaded into Enterprise Editions' *Validation Engine.*

Note: Attaching a consent form to the application will disable Online signature for that package.



Using the Upload Window

Follow the steps below to attach all required documents at both the Case and Component/Element levels.

Step	Action
1	Click **Upload** to open the upload window.
2	Click **Browse** then select the file. 
3	Click **Upload** to upload the file or **Cancel** to return to the Attachments tab.

Copyright © 2011 LexisNexis. All rights reserved.

Reviewing Your Order Summary

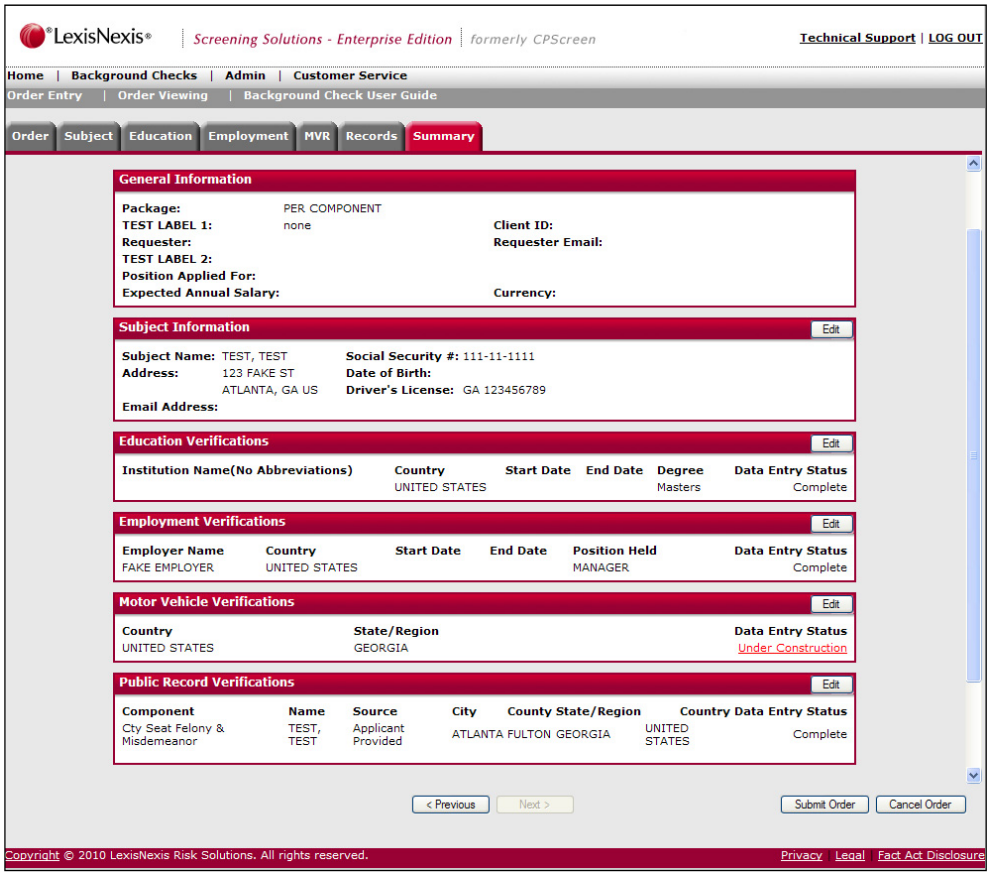
General Concepts

The **Order Summary** screen allows you to review your order information before submitting the order.

Submitting Your Order

Follow the steps below to submit your order for processing.

Step	Action
1	Review each section of the **Order Summary** screen to determine if all the subject information is accurate and correct.
2	Use the **Edit** buttons to edit any information that is incorrect or to include additional information.
3	If you are satisfied with your order, click **Next** to continue to the Checkout screen.

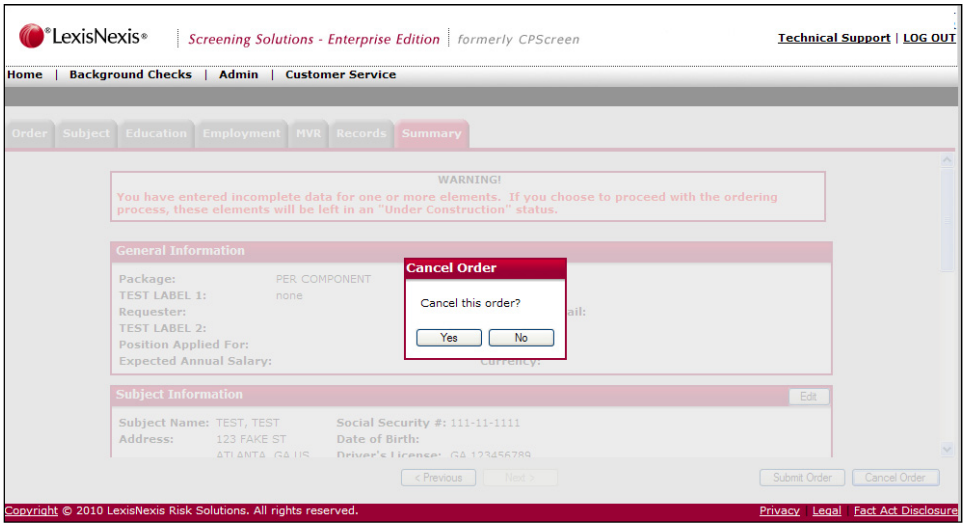


Copyright © 2011 LexisNexis. All rights reserved.

Canceling Order Requests

If you wish to cancel the order, click **Cancel Order**.

If you cancel your order and the Social Security Number Verification component was already completed for the criminal background search your account will be charged for this individual component. You will be notified of this charge by the screen below.



Reviewing and Submitting Your Order

General Concepts

The **Checkout** screen allows you to review your order information before submitting the order.

NOTE: The **Checkout** screen is an optional feature. Please contact Customer Support for additional information.

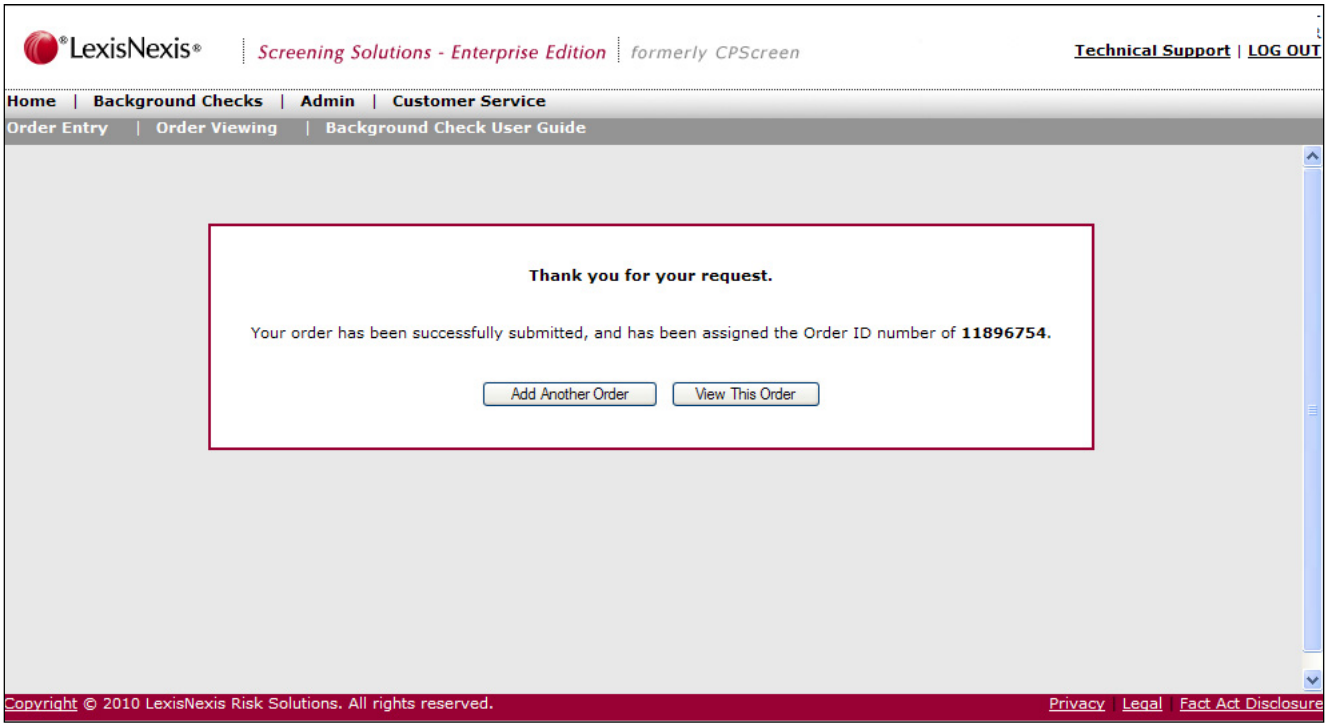
Submitting Your Order

Follow the steps below to submit your order for processing.

Step	Action
1	Review each section of the **Order Summary** screen to determine if all the subject information is accurate and correct.
2	Use the Previous button to return to the Summary screen if any changes must be made to the order.

Copyright © 2011 LexisNexis. All rights reserved.

Step	Action
3	If you are satisfied with your order, click **Submit Order** to send the order to LexisNexis® Screening Solutions for processing. **Note:** The Under Construction process allows the requestor to submit an order without all required information. The order automatically goes "under construction." The requestor will see that order in order viewing. Please note that the order is on hold and will not start the background screening process until the required information is provided. When the requestor views the order in order detail screen, there will be an edit button that displays next to each item that is under construction and the recruited can add the missing information.



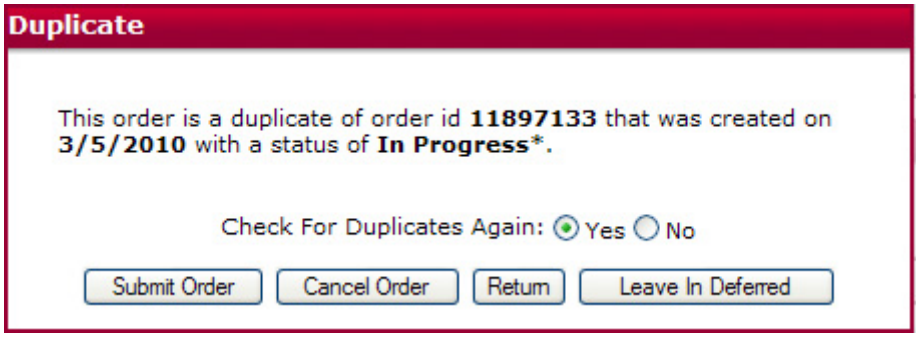
Copyright © 2011 LexisNexis. All rights reserved.

Duplicate Order Checking

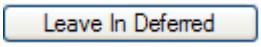
General Concepts

Depending on your account settings, Employment Screening can automatically check for duplicated orders prior to the case being submitted. This reduces the total number of deferred items based on duplications. The duplicate checking logic considers the order a duplicate if there is a subject match based on subject information.

If there is already another order in the system for the subject under the same account number, this screen will notify you before you submit your order. You have the option to ignore the duplicate warning and submit your order with the duplicate included or to delete the duplicate order. Click **Cancel** to delete the duplicate order.



Leave in Deferred

Click 

to mark the status of the duplicate order as “Deferred” on the Order Results screen.

Copyright © 2011 LexisNexis. All rights reserved.

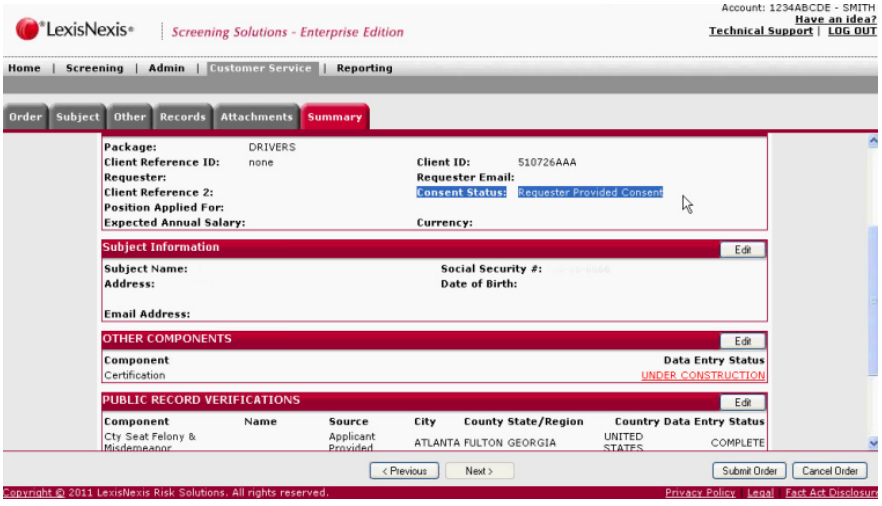
Online Signature for Orders

General Concepts

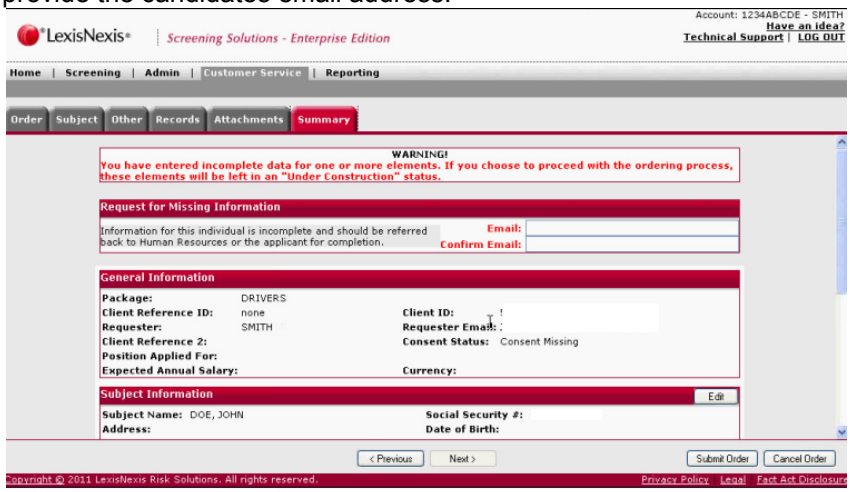
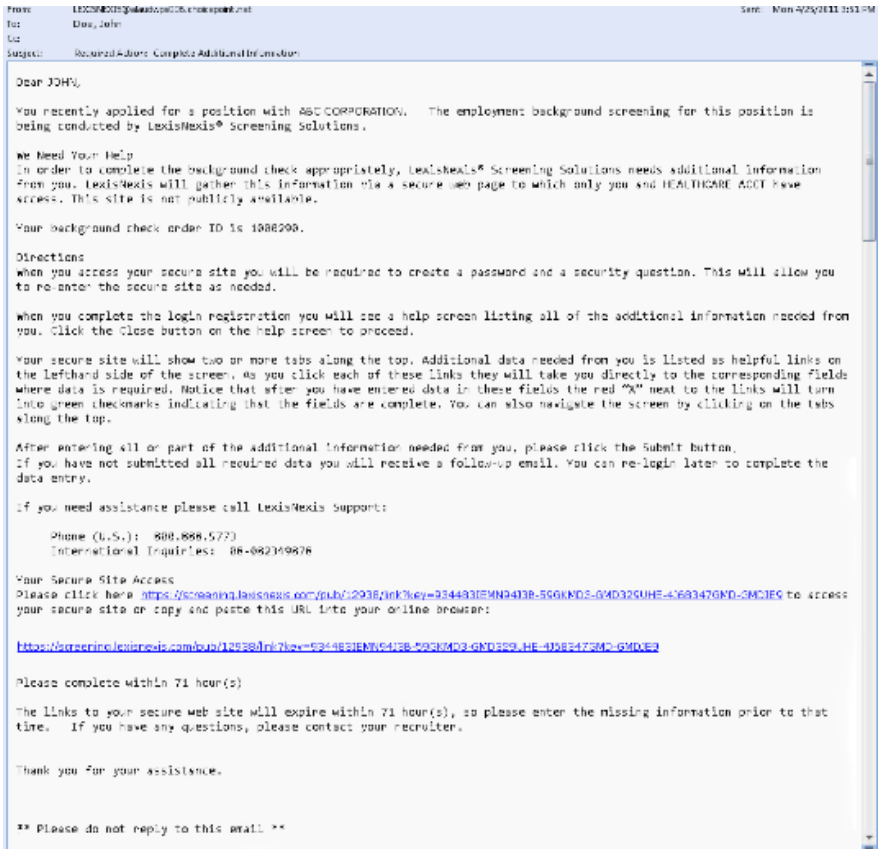
Online Signature allows the applicant to electronically sign the consent form before a background check is performed. This is an optional feature that is activated at the account level which adds online signature to ALL packages. There is also a package level option to remove online signature from a specified package. Online signature will be automatically applied to all ala carte orders.

Submitting Your Order

Follow the steps below to initiate the Online Signature process which will be completed by the applicant prior to a background check being ordered.

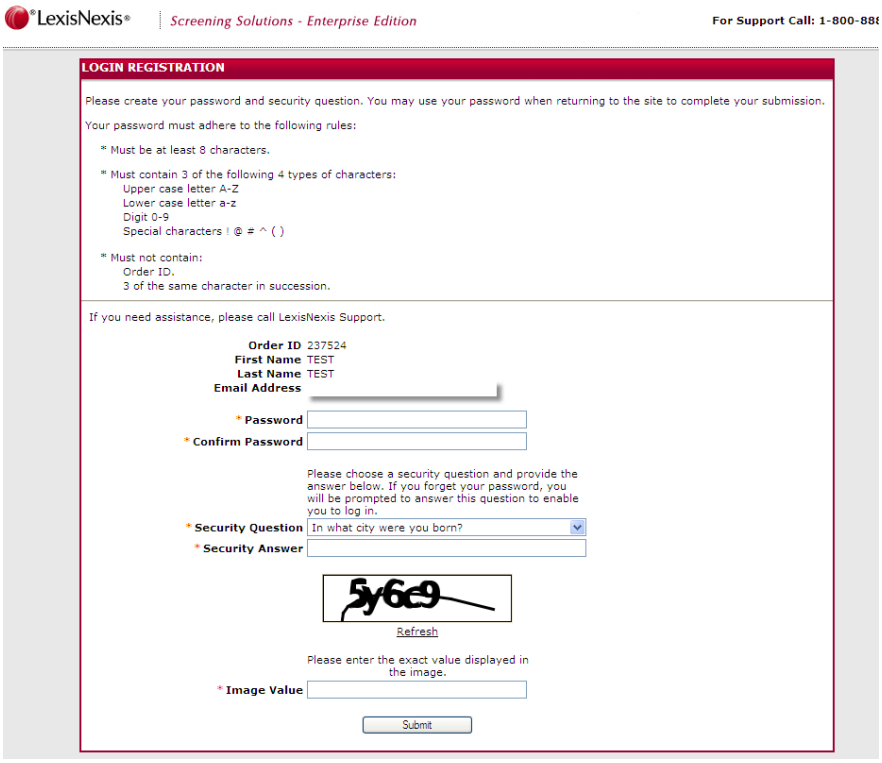
Step	Action
1	Even when online signature is enabled, the option to use the attachment feature still exists. If you choose to upload the consent using the attachment feature, online signature will be disabled for that order. 

Copyright © 2011 LexisNexis. All rights reserved.

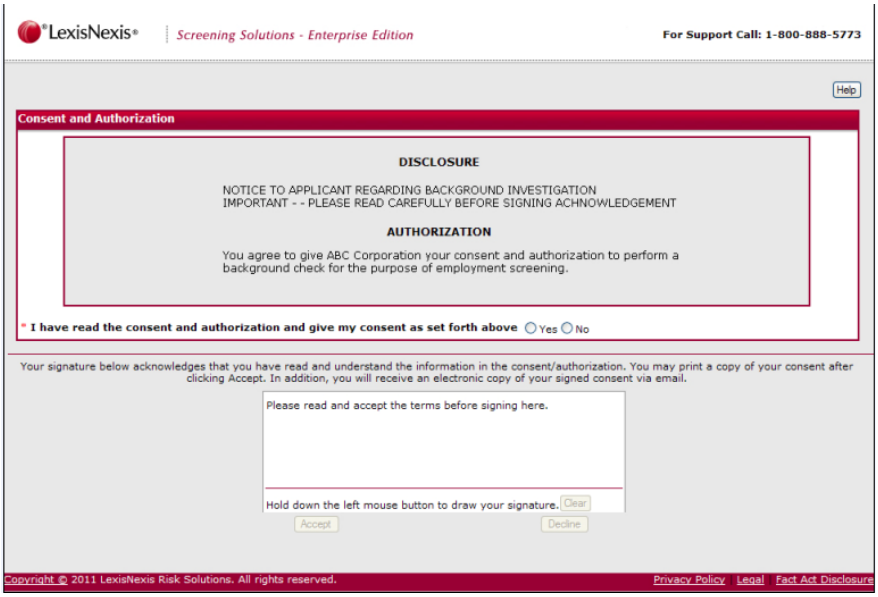
Step	Action
2	Prior to submitting the order, the summary tab will pre-populate the email address if it was entered on the subject tab. If not, you will be required to provide the candidates email address. 
3	A system generated email is sent to the applicant with a secure link and instructions to sign the consent. 

Copyright © 2011 LexisNexis. All rights reserved.

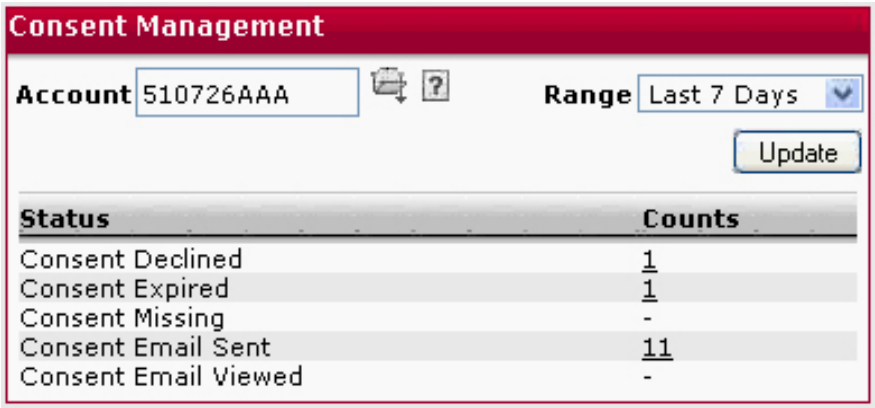
Step	Action
4	The applicant uses the secure link to access LexisNexis. The applicant will be required to create a password and select a security question and provide the answer. This will be used to reenter LexisNexis should the applicant wish to revisit LexisNexis.



Copyright © 2011 LexisNexis. All rights reserved.

Step	Action
5	After reading the Consent and Authorization Form, the applicant can select Yes or No to accept the terms of the Online Application. If yes is chosen, the signature block below becomes active. If no is chosen, the applicant will received a paper based PDF consent form with instructions to sign the form and fax it to LexisNexis. Once the signature block becomes active, the applicant uses their mouse as a pen and signs their name. A clear button can be used to clear the signature and retry until the applicant is pleased with the signature. Clicking on the accept button will submit the consent and the signature to LexisNexis. Clicking the decline button will send an email with a paper based PDF consent as mentioned above. 
6	The applicant will see a message indicating that the consent form was successfully signed and submitted. They will be given the option to view and print their signed consent form. Click **here** to view and print a copy of the signed consent form. Clicking **Next** will exit the application.

Copyright © 2011 LexisNexis. All rights reserved.

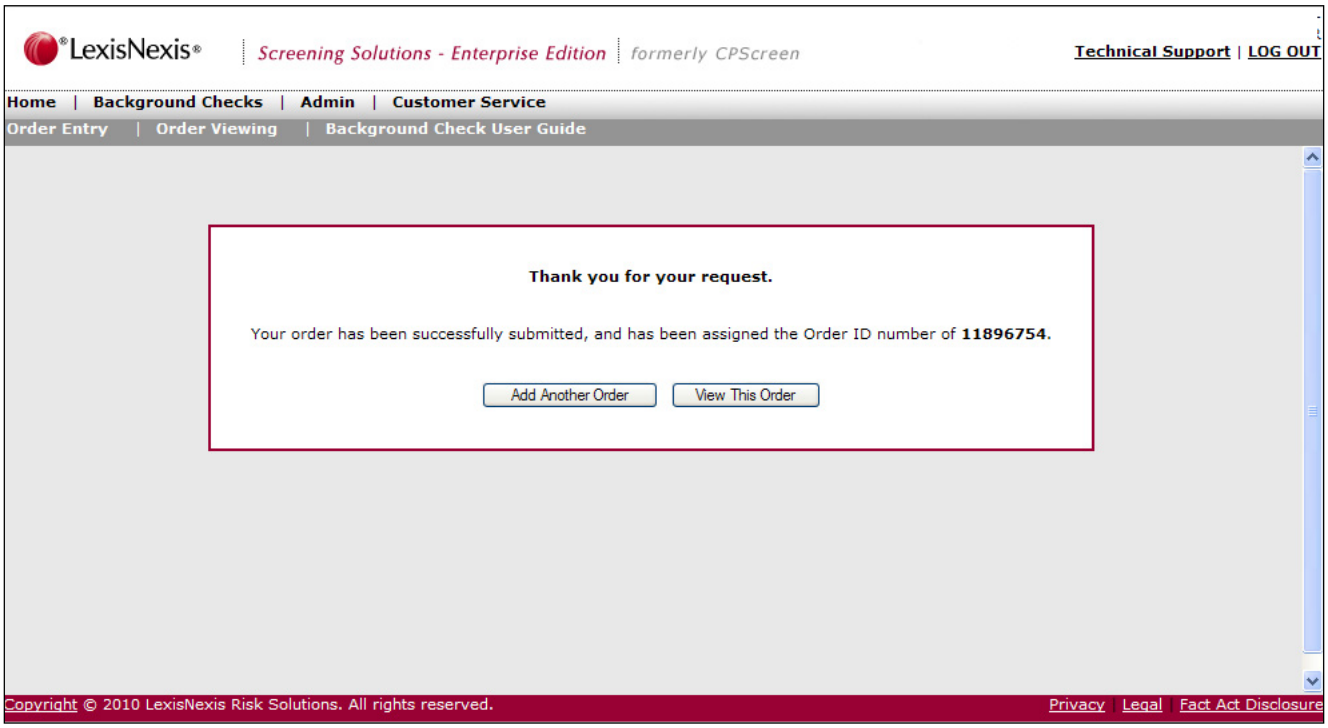
Step	Action
7	You can manage all orders that are on hold pending an applicant's acceptance by using the Consent Status Dashboard. The dashboard lists each status and the number of orders. The number is a link that will display all orders in the status. 

Copyright © 2011 LexisNexis. All rights reserved.

Receiving Confirmation

General Concepts

Submitting your order will launch a confirmation page that displays an Order ID number. This number will be used to reference your order. From this screen you have the option to add another order or to view your existing order. The **Add Another Order** option will initiate the Order Entry process from the beginning so that you may order for another subject. The **View This Order** option will launch the Order Viewing process.



Copyright © 2011 LexisNexis. All rights reserved.

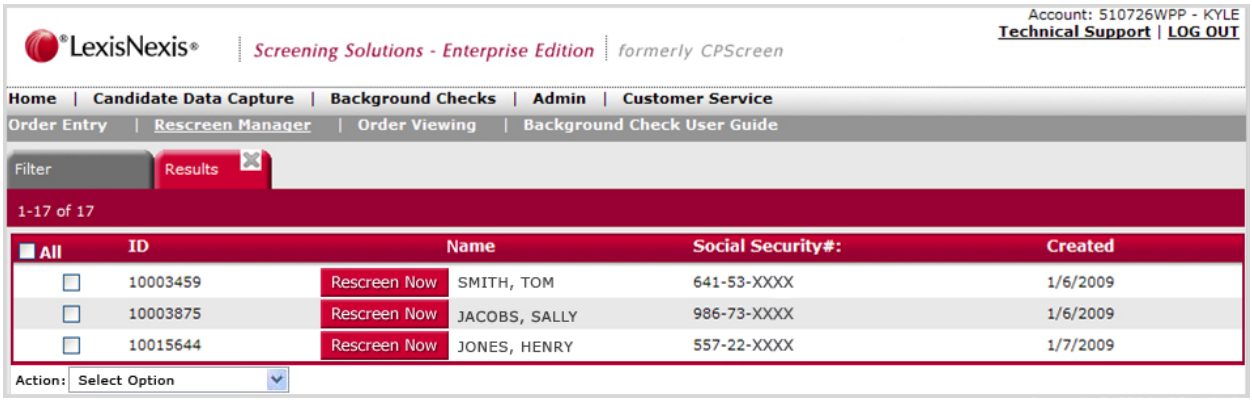
Rescreen Manager

Overview

The Rescreen Manager is a notification process which reminds Employment Screening customers to rerun a background check on an applicant with a report that is about to expire. Notifications can be set to rescreen the applicant at a time frame specified by the customer in days, months, or years. Once a month, an email will be sent to all of the contacts on the account with a list of applicants that will expire. Applicants that must be rescreened will remain on the rescreen list for a time frame specified by the customer in days, months, or years. There ions to remove an employee from the list permanently or just for this cycle. When an applicant has been rescreened they will automatically be removed from the list.

NOTE: The Rescreen Manager is an optional feature. Please contact Customer Support for additional information.

Step	Action
1	Select **Rescreen Manager** from the **Background Checks** menu.
2	On the **Results** tab, click the **+** next to the name of the applicant that you will order the report for.
3	The **Order Entry** screen will open with all fields pre-populated with the information entered when the report was last ordered.
4	Review the pre-populated fields and update any information that may have changed since the last report before completing the order.



Copyright © 2011 LexisNexis. All rights reserved.

View Order Results

Overview

Employment Screening provides tab-based order viewing navigation so you may quickly toggle between the search options, result, and order details. If you are not satisfied with the search results returned, you may click the **Search** tab to review and/or refine the search criteria.

LexisNexis® Screening Solution's Order Viewing capabilities allow you to search for submitted orders by filtering the **Order Information**, **Subject Information**, and **Report Status**. You may also perform an advanced search by selecting specific results options. The **Order Viewing** procedure may vary depending on the Employment Screening settings for your account.

In this Chapter

This chapter discusses the views and report for Employment Screening, the filtering criteria available to assist you in searching for your results, actions presented from the **Order Detail** screen, and how to read your reports.

Topic	See Page
Employment Screening Filtering Option	**33**
Order Viewing	**38**
Viewing Order Details	**41**

Copyright © 2011 LexisNexis. All rights reserved.

Employment Screening Filtering Option

General Concepts

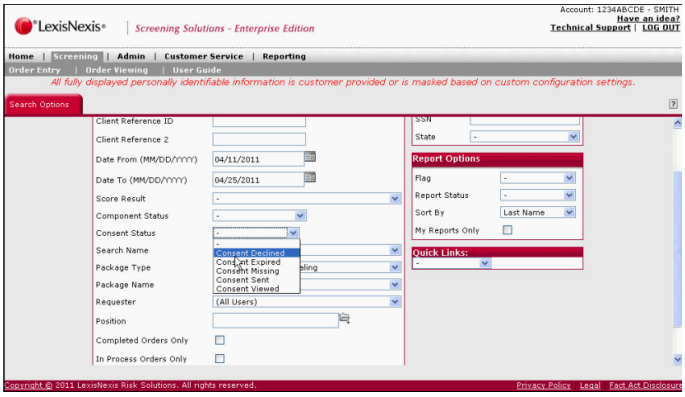
Employment Screening launches the **Search Options** screen when Order Viewing is selected from the toolbar. The **Search Option** screen allows you to enter and select multiple criteria to filter for specific reports to view or print.

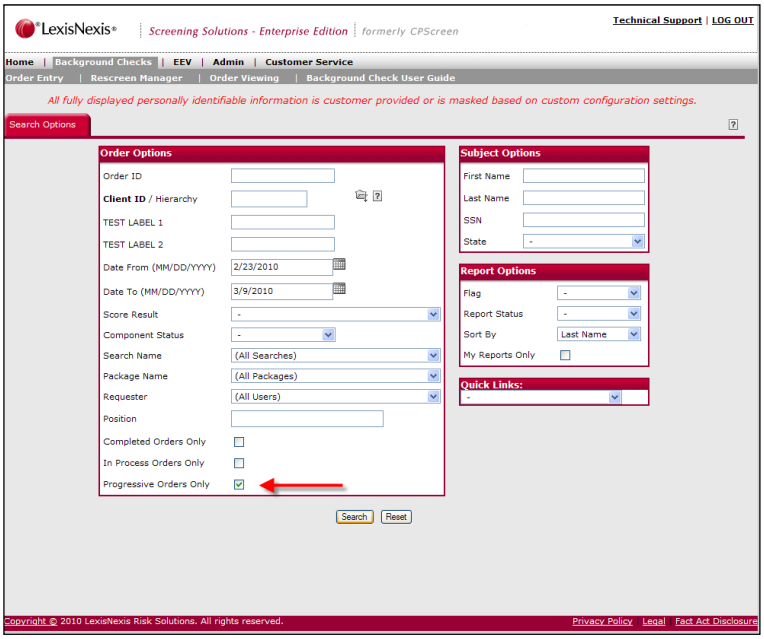
From viewing the search **Results** listing page(s), you can click on the **Search Options** tab to review the original criteria retained and/or further refine the search criteria.

Enhanced options to search results include the ability to search by component status (including Decisional components), position, progressive orders only, and batch orders only.

Step	Action
1	The **Order ID** is the confirmation number you receive once an order has been submitted. (Optional) Select **Order Viewing**. Type the Order ID number in the **Order ID** field. **Note:** The % symbol can be used as a wildcard in the client reference, position, requestor, SSN, and subject's last name fields.
2	The **Client Reference ID** is an optional field from the **Order Entry** screen. This field is used to identify reports so that you can sort or filter reports with easy. **Note:** This may be customized depending on your account setup.
3	Enter the date range in the **Date From** and **Date To** fields to view reports for a specific period. **Note:** The default date range will be for the past two weeks. (Optional) Input the **Date From** and **Date To**. The Search Result defaults to orders submitted in the last 14 days. However, you may request a search that goes back further by changing the date range. You will be limited to a 90 day date range, except when using additional filter criteria. If only one date field is used (Date From or Date To), the search will be defaulted to 90 days. **Note:** You must use last name when filtering by first name.

Copyright © 2011 LexisNexis. All rights reserved.

Step	Action
4	The Consent Status drop down allows results to be filtered by a user specified consent status. 
5	**Package Name** includes those custom packages that have been setup via Administration.
6	(Optional) **Progressive Orders** – click the checkbox to filter results based on cases setup for progressive ordering. This option is only displayed if your account has packages setup for progressive ordering. (Optional) **Batch Orders** – click the checkbox to filter results based on cases submitted via the batch ordering method. This option is only displayed if you are set up for batch ordering and have proper security rights to view reports.



Copyright © 2011 LexisNexis. All rights reserved.

Hierarchy Selection

If you have the proper access privileges, there will be a link provided to open the Hierarchy Account Selection Table so that you can jump between accounts within the hierarchy without going back to homepage.

Click on the file folder image next to the **Client ID** field to access the Hierarchy Selection window.

Once the account within the hierarchy has been selected, **Hierarchy** will be bolded and the account will be displayed in the **Client ID/Hierarchy** field.

Additional Search Options

There are additional search options for you to use when narrowing down your search. These six options will allow you to increase the accuracy of your search results.

Step	Action
1	**Case Score** allows you to make a selection to return case results based on the selected case status score. The drop-down list box will contain the following values: Decisional, Eligible, Ineligible, Preliminary, Retain in Place, and Supplemented.
2	**Component Status** tab allows you to filter results by whether a search is Completed, Processing, Deferred, Delayed, or Constructing.
3	**Position Applied For** – if the position field is used during Order Entry, you may search for applicants based on positions available or make a selection from a drop-down list of available positions that have been setup. **Tip:** The % symbol can be used as a wildcard.
4	**Subject Options** allows you to type specific text in field to search for applicants based on their first or last name, SSN, and/or State. **Tip:** The % symbol can be used as a wildcard.
5	**Report Options** allows the user to sort through search results based on the following • Flag Status – Red indicating Yes, Yellow indicating Indeterminate, Green indicating No • Report Status – Printed, Not Printed, Unread • Sort by – Last Name, Last Updated, Date Ordered, Requestor, Order Status, SSN, and Order ID

Copyright © 2011 LexisNexis. All rights reserved.

Step	Action
6	**Quick Links** provides the ability to access the background results based on the following quick links from the Search Options page. • Unviewed Completed w/Alerts – when selected, shall return all completed background searches with red or yellow status flags that have not been viewed. • Unviewed Completed – when selected, shall return all completed background searches that have not been viewed. • In Process – when selected, shall return background searches that have not been completed. • Deferred Awaiting Further Input – when selected, shall return background searches that have been rejected and requires additional information before the search can be conducted. • In Process-Delayed – when selected, shall return background searches where additional information is needed or more time is required to complete this request. • Under Construction – When selected, shall return background searches where information required is missing and must be submitted before the search can be conducted. • Batch Viewing – When selected, launches the Batch Viewing interface. • On Hold Orders – When selected, returns cases that were submitted via XML without a valid SSN.

Copyright © 2011 LexisNexis. All rights reserved.

Order Viewing

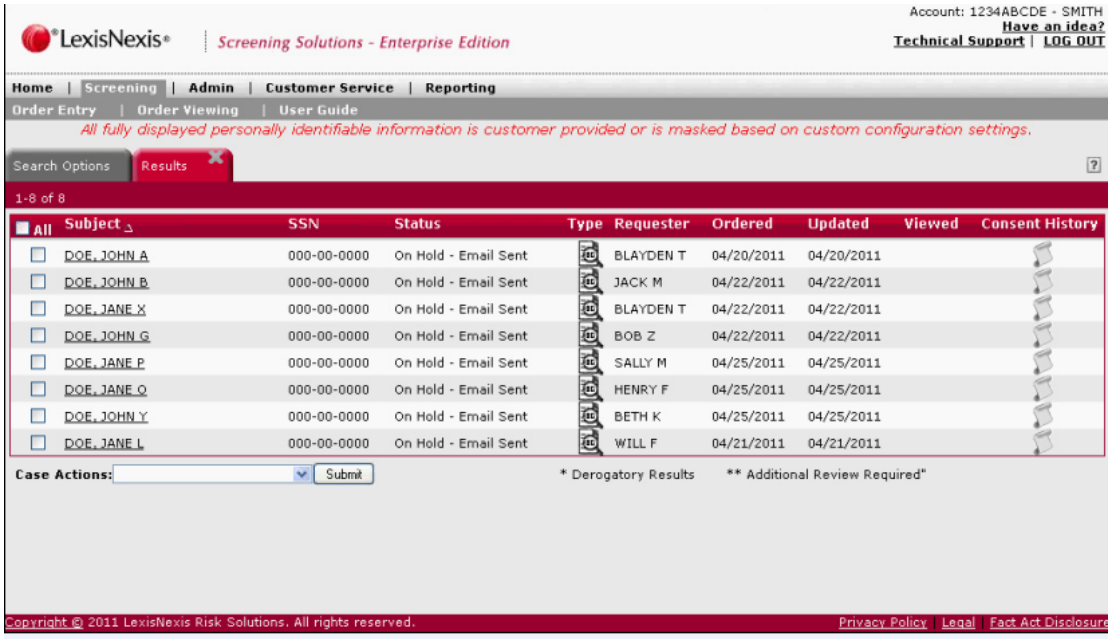
General Concepts

LexisNexis® Screening Solution's Order Viewing features are supported by a tab-based viewing interface separating three viewing functions: **Search Options**, **Results**, and **Order Detail**. The **Results** function allows you to quickly review case order statuses returned from your search.

Using Search Results

The **Results** screen allows you to specify the report(s) and action intended for the selected report(s). It displays the Applicant's name, Requestor's name, Applicant's SSN, Report type, Search status, Viewing/Ordering history, and Consent History.

Note: You can click the column header to sort results by that specific column.



Copyright © 2011 LexisNexis. All rights reserved.

Status Descriptions

A key section on the **Results** screen is the **Status** section. The following table describes the possible order statuses for a report.

Status	Description
Completed	Order has been received, processed, and completed. A **Completed** status means that no additional information will be received for the report. This status can be followed by an * to indicate that derogatory information was found. This status can also be followed by ** to indicate that a review is required.
Decisional	Order has been received, processed and completed; however a review is required.
Eligible	Order has been received, processed and completed. No derogatory information was found.
In Progress	Order has been received but the report information is pending and unavailable to be viewed.
Pending	Order has been received and partial report information is available.
Preliminary	Enough information is available from the initial report to possibly enable you to make a hiring decision.
Retain in Place	Order has been received, processed and completed; however there is a retain in place.
Supplement	Order has been received and partial report information is available. The final decision will be supplemented.

Order Results Case Actions

The following case actions can be performed from the **Results** screen.

Selection	Description
Order Details	Launches the **Order Detail** screen.
Fax	Produces a window allowing you to enter a fax number and cover page message. Click the **Submit** button to submit your fax request for processing.
View/Print	Launches the full report(s) for the case(s) you have selected. Use your internet browser's print options to print the full report(s).
Download	Provides the ability to download selected results from the **Search Results** or **Order Detail** page.

Copyright © 2011 LexisNexis. All rights reserved.

Selection	Description
Print Card	Allows for the printing of a eligibility card. The card will display the following, issue date, client reference field(s), package ordered, and the date application becomes eligible. **Note:** The card can only be printed if the case is completed, clear or completed eligible and the account user has appropriate setup privileges. **Note:** For more information about print cards, refer to the print card user manual available in the **Inside Employment Screening** portion of the website.
Customer Service Inquiry	Launches a window to allow you to send a customer service message to LexisNexis Screening Solutions regarding the cases selected from the **Results** screen. **Note:** Upon submission, you will receive a confirmation message stating that you will be contacted via the e-mail address or phone number configured in your user preferences.
Clear Viewed Date	Deletes the date displayed in the **Last Viewed** section on the **Order Listing** page.

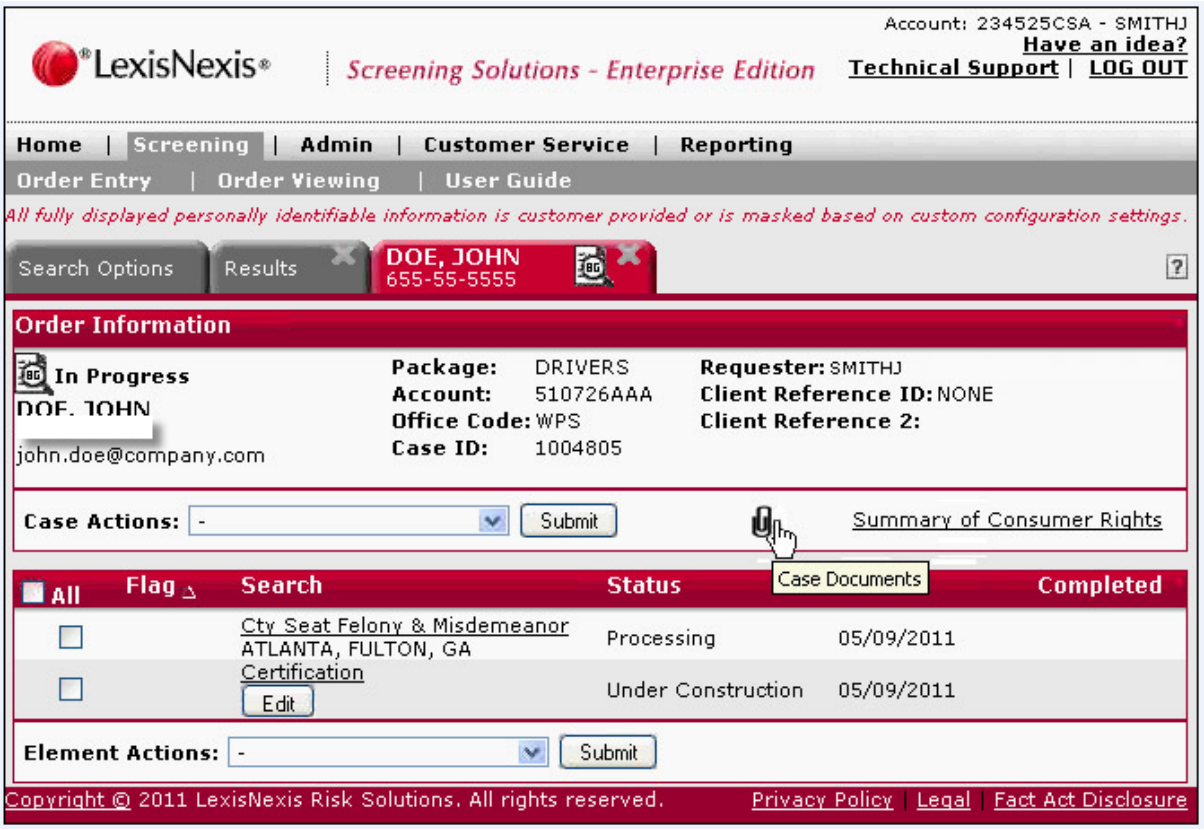
Copyright © 2011 LexisNexis. All rights reserved.

Viewing Order Details

General Concepts

Depending on your account setup, the **Order Detail** screen will display your results based on the filtering criteria and **Results** preferences. Employment Screening allows tab-based order viewing navigation so that you can quickly toggle between the **Search Options, Results,** and **Order Details**. If you are not satisfied with the search returned, you can click the **Search Options** tab to review and/or refine the search criteria.

Report type will be indicated by the icon in the **Applicant** tab. Click on the report type icon to launch the full report details.



Viewing Order Details

Follow the steps below to view the Order details or the reports selected from the **Search Results** screen.

Step	Action
1	Click on the corresponding selection box of the cases for which you wish to view the **Results**. Or click on the **Select All** box to select all cases.
2	Click the applicant name link on the **Search Results** screen to view the results.

Copyright © 2011 LexisNexis. All rights reserved.

3	Select the appropriate **Case Action** based on your desired result set. The **Order Details** for selected criteria launch in separate tabs.
4	Clicking on the paper clip icon will view Case Documents that may include a online signature consent form.

Order Detail Instructions

Holding the cursor over a report type icon will display a description of that report type. Descriptions include background, drug screen, alcohol screen, physical exam, test schedule, and fingerprints. If you click on the report type icon, it will display the full report.

An asterisk (*) will appear next to the cases status of derogatory reports in the **Search Results** and **Order Details**. Derogatory case reports will have one or more underlying elements that trigger a red flag status.

- An asterisk next to the name indicates that the Social Security Number used to perform the search was invalid.
- An asterisk next to the case status indicates the case contains derogatory information.

A double asterisk (**) will appear next to the case that are completed and contain a yellow flag. This indicates that there may be decisional elements within the final report.

Navigation Tabs

You can change your order selection by toggling between **Order Detail** tabs.

Tip: The name of your selected package is displayed above the Possible

Step	Action
1	The arrow buttons in the upper right corner allows you to view other **Order Details** next to your order.
2	The **Applicant Selection** folder located on the right side of a tab will also allow you to view **Order Details**.

Tip: You can click on the **Results** tab again to select more cases. You can also click on the **Search** tab again to refine your search.

Order Information

The **Order Information** section incorporates basic information about the search, including the report type, search subject's name and SSN, as well as the Order ID, account number, and name of requestor.

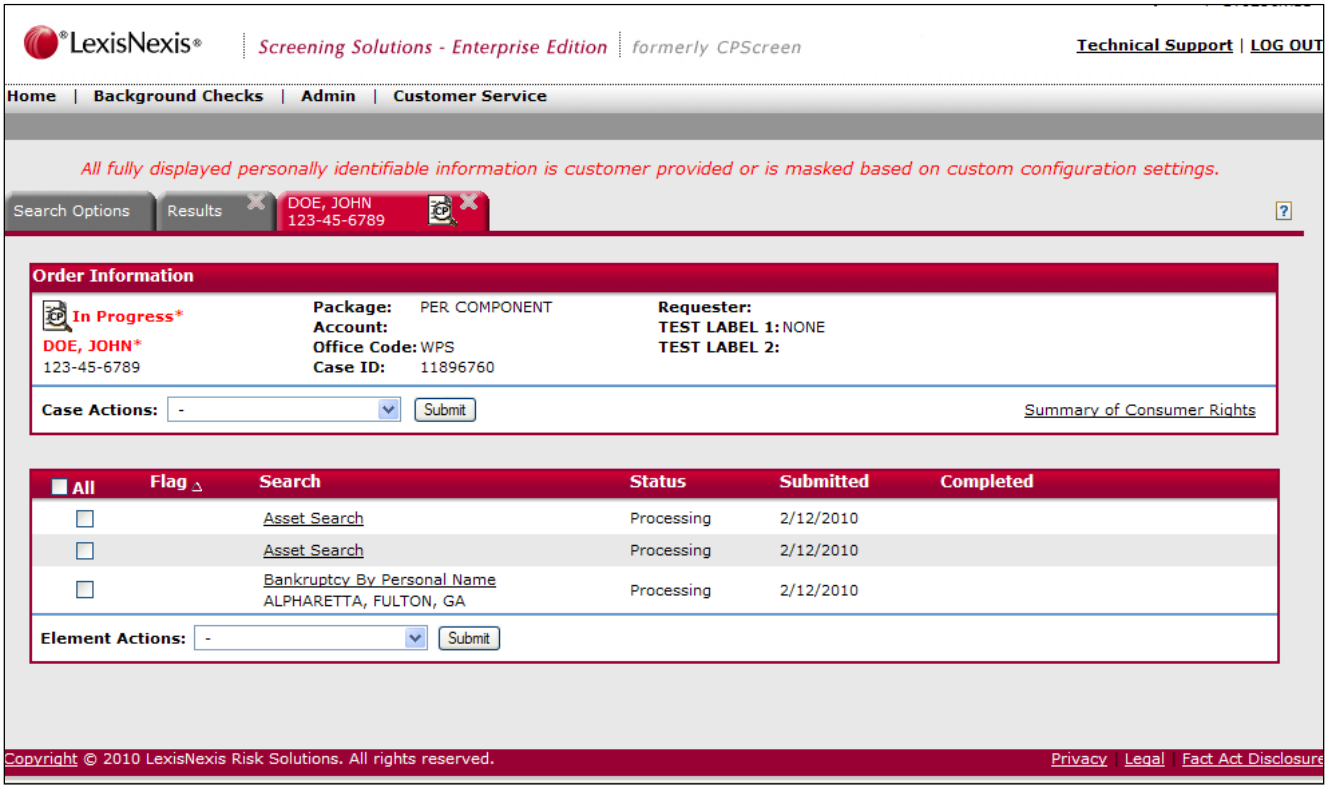
While viewing the **Results** listing page(s), you can click on the **Search Options** tab to review the original criteria retained and/or further refine the search criteria.

Copyright © 2011 LexisNexis. All rights reserved.

Searches

The **Searches** column on the **Order Detail** screen displays each search component that was included in your order. Additional features of Employment Screening enable you to see the name of the educational institution or employer queried for the report.

- Click on the component link to view specific details related to a search component.
- Or select the element(s)/search and use the View/Print element action.



Submitted/ Completed

The **Submitted/Completed** column displays the date when the search was ordered and the date when the report was completed.

Status

The **Status** column displays the search case results based on predefined queries of completed, unviewed, not printed, and in process cases. This will give you the status of your order and allow you to manage your order.

Copyright © 2011 LexisNexis. All rights reserved.

Flag

Click on the alert flag notification icon to open a description window providing details about the alert.

The alert description window lists the discrepancies found for each search component, if any, and details what the discrepancy is and what may have caused it. If the status indicated a red flag, one of the components in the report will include a red flag.

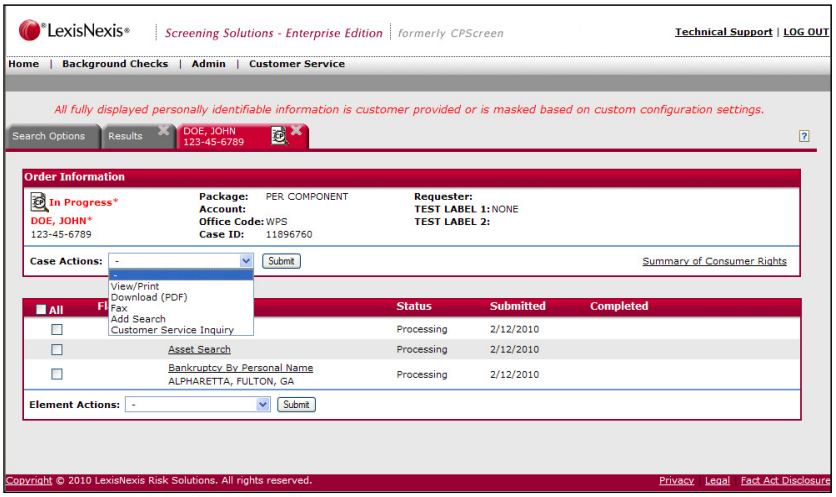
Order Details Case Action

The following functions can be performed on the entire case using **Case Actions** on the **Order Details** page:

- View/Print
- Download
- Fax
- Customer Service Inquiry
- Re-send Consent Email
- Track
- Print Card (if applicable
- Adjudication (if applicable)
- Adjudication History (if applicable)
- Correspondence Letters
- Add Search

Element Action

The functions displayed below can be performed on selected elements using **Element Actions** on the **Order Details** page: Note: Some options are only available if added to your account.



Copyright © 2011 LexisNexis. All rights reserved.

Administration

Overview

All Employment Screening users will not be designated as a Employment Screening administrator; however, there are some Administration options that every Employment Screening user will use routinely. For example, two administration functions that every Employment Screening user can access include changing passwords and individual preferences.

In this Chapter

This chapter discusses the following topics.

Topic	See Page
Administration Options Overview	**46**
Edit User Settings	**47**
Access Company User List	**53**
Edit Company Settings	**55**
View Managerial Reports	**60**
Custom Package Maintenance	**62**

Copyright © 2011 LexisNexis. All rights reserved.

Administration Options Overview

Overview

On the Employment Screening toolbar, use the **Admin** option to:

- Change your own settings and preferences.
- Change another user's settings and preferences.
- Set default options for yourself, other users, and your company.
- Modify your company's information (i.e. billing and contact information).
- View managerial reports.
- Create user specific custom packages.

Tip: Not all features are available to all users. For example, all users can change their own preferences; however, to grant security rights to other users, you must be a Company Administrator.

Administration Options

Read the table below to learn more about the Employment Screening Administration Options.

Toolbar Options	Description
Edit User Settings	Use this Administration option to add or edit the details for Employment Screening users, such as general information, security rights, billing rights, email notification preferences, and the default order entry custom package.
Access Company User List	Use this Administration option to view the list of Employment Screening users for your company and to add or remove users from the account.
Edit Company Settings	Use this Administration option to view your Employment Screening company profile and to edit your company settings for duplicate checking, credit reports, billing information and client reference ID.
View Managerial Reports	Use this Administration option to view Employment Screening reports on alert statistics and summaries, number of applicants, turnaround times, disbursement fees, search counts and response times.
Create Custom Package	Use this Administration option to create user specific custom packages.

Copyright © 2011 LexisNexis. All rights reserved.

Edit User Settings

Overview

The **Edit User Profile** screen appears when you want to edit settings and preferences for the user currently logged into Employment Screening. It also appears when you add a new Employment Screening user, so that you may designate the settings and preferences for the new user.

You must enter the information in the following required fields:

- **Full Name**
- **Phone**

Tip: Use a format of (###)###-#### or (###)###-####x#### for telephone numbers.

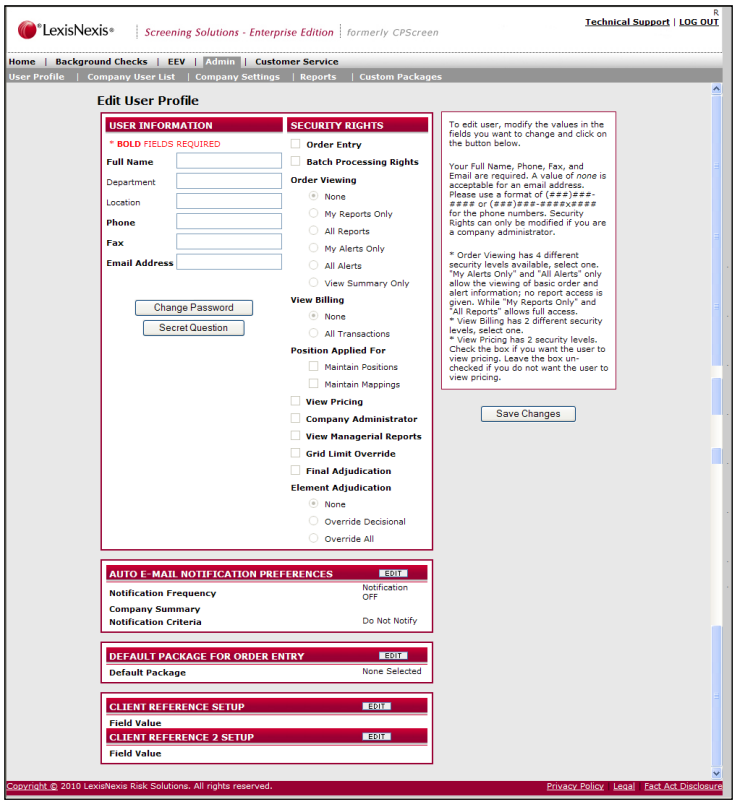
- **Fax**

Tip: Use a format of (###)###-#### or (###)###-####x#### for telephone numbers.

- **Email Address**

Tip: If you do not have an email address, enter "*none*" into the required field.

Security rights can only be modified if you are a company administrator. Security rights must be assigned to a new user.



Copyright © 2011 LexisNexis. All rights reserved.

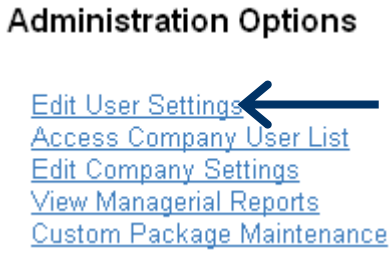
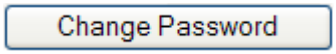
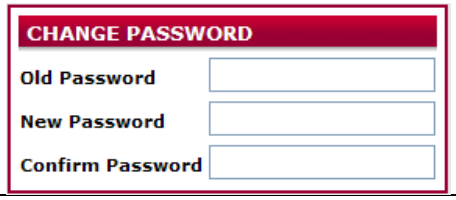
Security Levels

The Order Viewing section has four different security levels available, select one. "My Alerts Only" and "All Alerts" only allow the viewing of basic order and alert information; no report access is given. "My Reports Only" and "All Reports" allows full access. The View Billing section has two different security levels, select one.

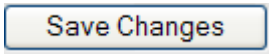
Option	Description
Order Entry	Provides the ability to enter order information and submit orders.
Batch Processing Rights	Allows for user access to batch processing.
Summary View Only	Provides the functionality of allowing the user to only have access to view information shown on the **Search Results** page. The user will not have the ability to access any details related to the case or element

Change Your Password

To change your Employment Screening password, follow the steps below.

Step	Action
1	On the top menu bar, click **Administration**. The User Profile screen appears.
2	Under **Administrative Options**, click the **Edit User Settings** link.  The **Edit User Profile** screen appears.
3	Click  to designate a new password for yourself. The **Change Password** box appears. 
4	In the **New Password** field, type your new password. Confirm your new password by retyping it in the **Confirm Password** field.

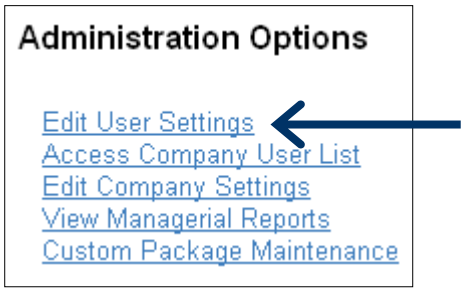
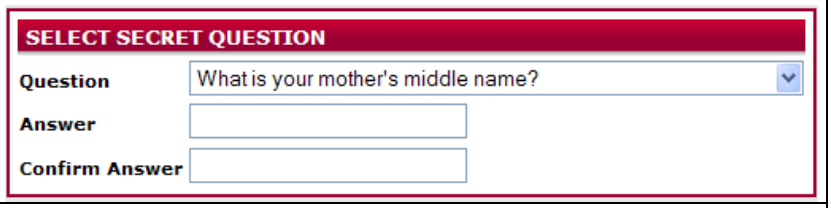
Copyright © 2011 LexisNexis. All rights reserved.

Step	Action
5	Click  to save your new password. **WARNING:** You must click this button to save your new password. Otherwise, your old password is still effective.

Copyright © 2011 LexisNexis. All rights reserved.

Change Your Secret Question

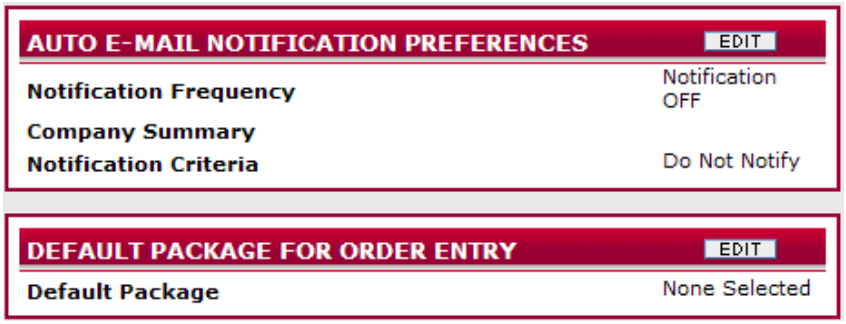
To change your Employment Screening secret question, follow the steps below.

Step	Action
1	On the top menu bar, click **Admin**. The available sub-items are displayed.
2	Under **Administrative Options**, click the **Edit User Settings** link.  The **Edit User Profile** screen appears.
3	Click Secret Question to designate a new security question for yourself. The **Select Secret Question** box appears. 
4	In the **Question** drop down list, select the question you wish to use. In the **Answer** field, type your answer to the question. Confirm your answer by retyping it in the **Confirm Answer** field.
5	Click Save Changes to save your new password. **WARNING:** You must click this button to save your secret question and answer.

Copyright © 2011 LexisNexis. All rights reserved.

Change Your E-mail Notification Preferences

Employment Screening gives you the option of choosing whether you want to be automatically notified by e-mail if an order status meets the criteria you select.



The table below describes each notification option available to you.

To change your Employment Screening e-mail notification preferences, follow the steps in the table below.

E-mail Notification Option	Description
Notification Frequency	Sets the frequency of e-mail notifications during the business day. Your options include: • OFF (turns off e-mail notifications) • Hourly (between 6:00 AM and 6:00 PM) • Twice daily (8:00 AM and 1:00 PM) • Daily (8:00 AM) • Weekly (6:00 PM on Fridays) • Monthly (6:00 PM on the last day of each month) **Note:** All times are PST. For hourly, twice daily, and daily frequencies, the e-mail notifications are sent every business day, excluding standard holidays.
Include All Company Orders	When selected, summarizes the order status information for all your company's orders instead.
Notification Criteria	Sets the criteria needed to send you an e-mail notification. These criteria include: • Do not notify (turns off e-mail notifications) • Always send notification (turns on e-mail notifications) • Only if completed (sends e-mail notifications on only those unread orders that have a status of Completed) • Only with alerts (sends e-mail notifications on only those unread orders that have a status of Alert)

Copyright © 2011 LexisNexis. All rights reserved.

Change Your Order Entry Default Custom Package

To change your company's order entry default custom package, follow the steps in the table below.

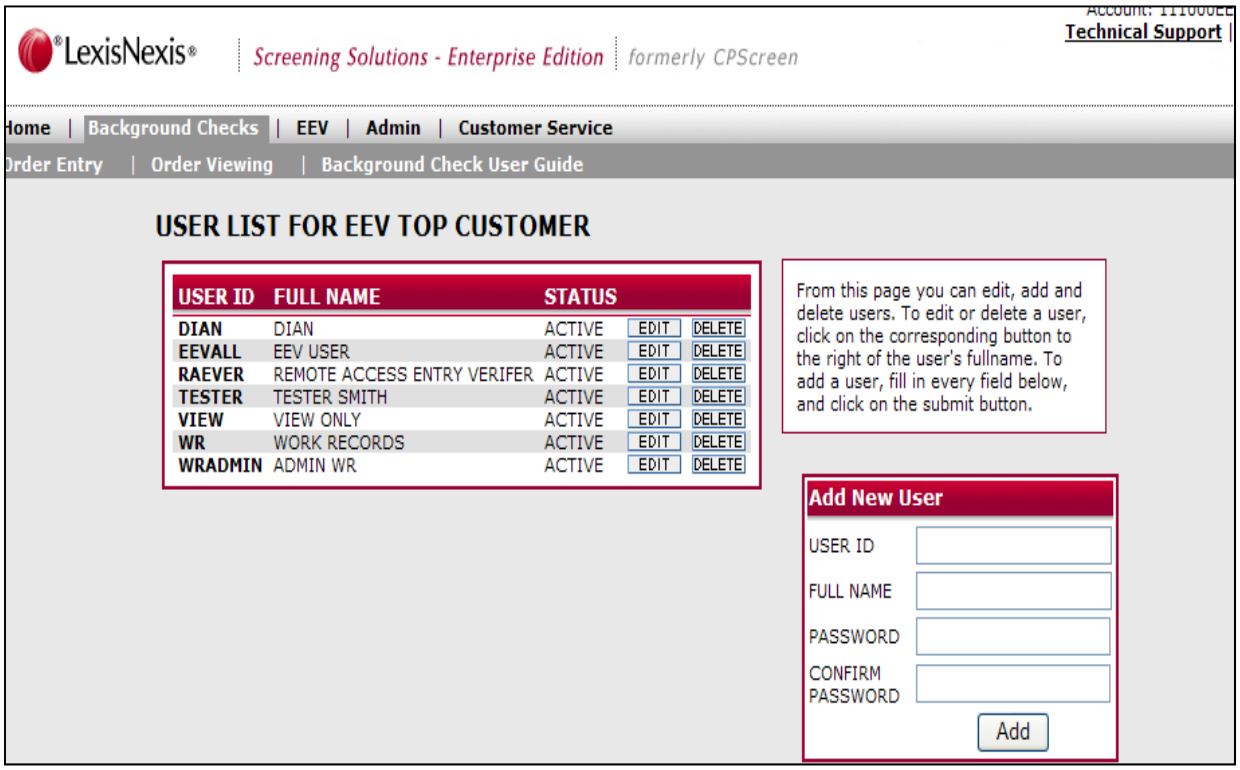
Step	Action
1	On the Employment Screening toolbar, click **Admin**. The **User Profile** screen appears.
2	Under **Administration** Options, click **Edit User Settings**. The **Edit User Profile** screen appears.
3	Next to default package for order entry, click the EDIT button. The **Edit Default Package Preference** screen appears.
4	Click the radio button for the package you want to designate as the default when you enter orders. **Tip:** These packages are customized for your company. To find out more information about these packages, see the designated Employment Screening administrator for your office or contact LexisNexis.
5	Click OK.

Copyright © 2011 LexisNexis. All rights reserved.

Access Company User List

Overview

From this page you can edit, add and delete users. To edit or delete a user, click on the corresponding button to the right of the user's full name. To add a user, fill in every field below, and click on the **Submit** button.



Copyright © 2011 LexisNexis. All rights reserved.

Add a New User

To add a new user to your office's Employment Screening account, follow the steps in the table below.

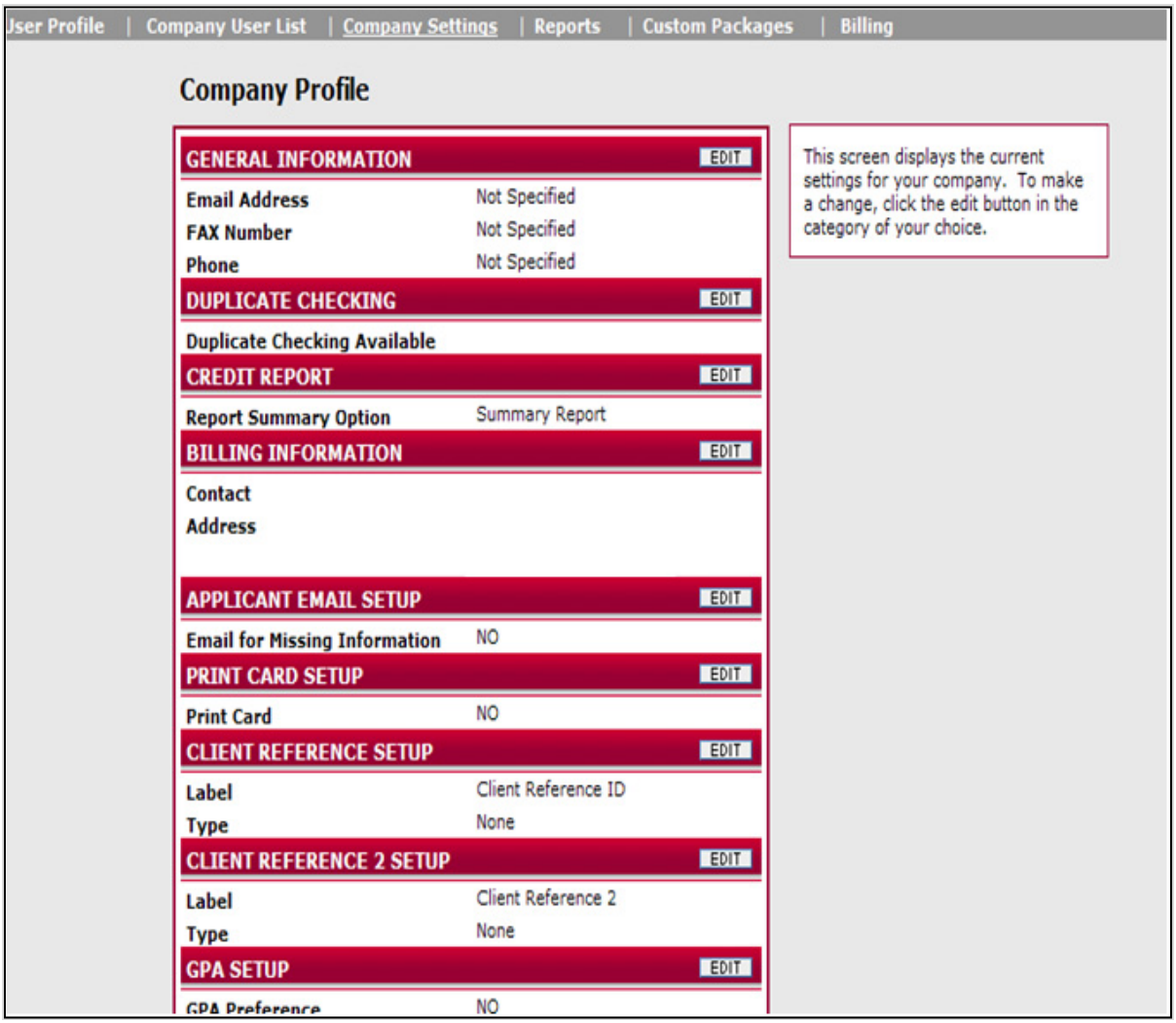
Step	Action
1	On the Employment Screening toolbar, click **Admin**. The available sub-items are displayed.
2	Click **Company User List** from the list of available sub-items or click **Access Company User List**. The **User List** screen for your company appears.
3	Under **Add New User**, enter the new Employment Screening user's User ID, full name, and password. Type the password again to confirm it.
4	Click .

Copyright © 2011 LexisNexis. All rights reserved.

Edit Company Settings

Overview

If you are the Employment Screening administrator for your office, you can change your company's preferences. The tables in this section describe how to set each company preference option.



Copyright © 2011 LexisNexis. All rights reserved.

Edit General Information

To edit your office's address, phone and fax number, follow the steps in the table below.

Step	Action
1	On the Employment Screening toolbar, click **Admin**. The available sub-items are displayed.
2	Click **Company Settings** from the list of available sub-items or click **Edit Company Settings** under Administration Options. The **Company Profile** screen for your company appears.
3	Next to **GENERAL INFORMATION**, click EDIT. The **Edit General Preferences** screen appears.
4	Type your company contact's telephone number, fax number, and e-mail address.
5	Click OK.

Edit Duplicate Checking

To edit the background search duplicate check options for your office's account, follow the steps in the table below.

Step	Action
1	On the Employment Screening toolbar, click **Admin**. The available sub-items are displayed.
2	Click **Company Settings** from the list of available sub-items or click **Edit Company Settings** under Administration Options. The **Company Profile** screen for your company appears
3	Next to **DUPLICATE CHECKING**, click EDIT. The **Edit Duplicate Checking Preferences** screen appears.
4	If you want Employment Screening to look for duplicate background searches, click the **Duplicate Checking Available** checkbox to activate duplicate checking.
5	Enter the number of days (0 to 365) before today that you want Employment Screening to search for duplicate orders.
6	If you want Employment Screening to change the status of the duplicate orders to 'DEFERRED', click the **DEFER** radio button. If you want Employment Screening to change the status of the duplicate orders to 'CANCELLED, click the **CANCEL** radio button.
7	Click OK.

Copyright © 2011 LexisNexis. All rights reserved.

Edit Credit Report

To designate the type of report, detailed (full) or summary, your office will receive as a default; follow the steps in the table below.

Step	Action
1	On the Employment Screening toolbar, click **Admin**. The available sub-items are displayed.
2	Click **Company Settings** from the list of available sub-items or click **Edit Company Settings** under Administration Options. The **Company Profile** screen for your company appears.
3	Next to **CREDIT REPORT**, click EDIT. The **Edit Credit Report Preferences** screen appears.
4	Click the radio button next to the type of credit report that you want to receive, Detailed (full) or Summary.
5	Click OK.

Edit Billing Information

To edit the billing contact information for your office's account, follow the steps in the table below.

Step	Action
1	On the Employment Screening toolbar, click **Admin**. The available sub-items are displayed.
2	Click **Company Settings** from the list of available sub-items or click **Edit Company Settings** under Administration Options. The **Company Profile** screen for your company appears.
3	Next to **BILLING INFORMATION**, click EDIT.
4	Enter your company's contact information for billing. This is the address where your company's bill will be sent.
5	Click OK.

Copyright © 2011 LexisNexis. All rights reserved.

Edit Applicant E-mail Setup

To edit the applicant e-mail information for your office's account, follow the steps in the table below.

Step	Action
1	On the Employment Screening toolbar, click **Administration**. The **User Profile** screen appears.
2	Click **Company Settings** from the list of available sub-items or click **Edit Company Settings** under Administration Options. The **Company Profile** screen for your company appears.
3	Next to **Edit Applicant E-Mail Setup**, click EDIT.
4	Enter your applicant's e-mail. This is the e-mail address where your applicant will receive their notification.
5	Click OK.

Edit Print Card Setup

To edit the print card setup for your office's account, follow the steps in the table below.

Step	Action
1	On the Employment Screening toolbar, click **Administration**. The **User Profile** screen appears.
2	Click **Company Settings** from the list of available sub-items or click **Edit Company Settings** under Administration Options. The **Company Profile** screen for your company appears.
3	Next to **Print Card Setup**, click EDIT.
4	Enter the desired functions for your print card.
5	Click OK.

Edit Client Reference Setup

To edit the client reference ID setup for your office's account, follow the steps in the table below.

Step	Action
1	On the Employment Screening toolbar, click **Administration**. The **User Profile** screen appears.

Copyright © 2011 LexisNexis. All rights reserved.

Step	Action
2	Click **Company Settings** from the list of available sub-items or click **Edit Company Settings** under Administration Options. The **Company Profile** screen for your company appears.
3	Next to **Client Reference Setup**, click EDIT.
4	Enter your desired format for the client reference ID. This field is used when sorting reports and invoices.
5	Click OK.

Copyright © 2011 LexisNexis. All rights reserved.

View Managerial Reports

Overview

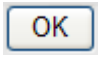
If you are the designated Employment Screening administrator for your company, you can view and print managerial reports for your company by accessing the **Reports** sub-item under the **Admin** navigational item. The following table describes each type of report available to you.

Report Name	Description
Alert Statistics	Shows alert tallies by applicant and/or component.
Number of Applicants	Shows the number of applicants within the range of dates specified.
Package Turnaround Times	Shows the turnaround statistics for the package(s).
Possible Disbursement Fees	Shows the disbursement fees that could be generated.
Search Component Alert Summary	Provides summary of alert results for a given date range.
Search Count and Response Time	Shows the Search Count and Response Time.
Turnaround by Item	Reports on Turnaround Times for Completed Items.

Copyright © 2011 LexisNexis. All rights reserved.

Viewing and Printing Managerial Reports

Follow the steps in the table below to view and print managerial reports for your company.

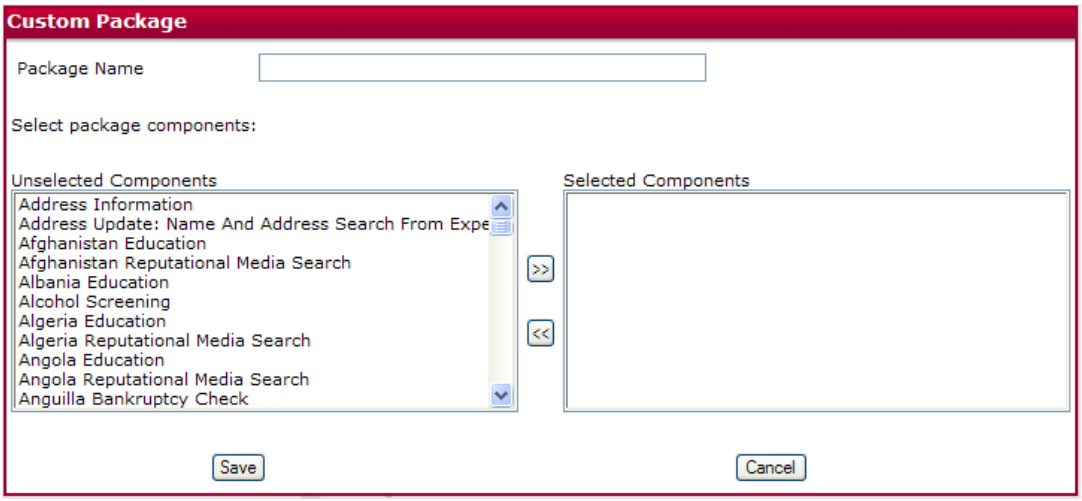
Step	Action
1	On the Employment Screening toolbar, click **Admin**. The available sub-items are displayed.
2	Click **Reports** from the list of available sub-items or click **Managerial Reports** under Administration Options. The **Managerial Reports** screen for your company appears.
3	Under Report Name, click the name of the report that you want to view. The **Specify Criteria** page appears.
4	Select the criteria to filter the report you want to view. Then, click the  button. The report appears.
5	To print the report, choose **File | Print** from your browser's menu bar.

Copyright © 2011 LexisNexis. All rights reserved.

Custom Package Maintenance

Overview

From this screen you can select multiple individual searches, assign the bundle a name and save as a recurring package that will appear on the Create an Order page.



Step	Action
1	On the Employment Screening toolbar, click **Admin**. The **User Profile** screen appears.
2	Click **Custom Package** from the list of available sub-items or click **Custom Package Maintenance**. The **Managerial Reports** screen for your company appears.
3	Type in the package name.
4	Under **Select package components**, click the name of the search that you want to add, then click on the >> button.
5	If you wish to remove a search from the selected area, click on the << button.
6	Click the Save button to save the package.

Copyright © 2011 LexisNexis. All rights reserved.

Billing

Overview

Employment Screening's billing features allow you to view and print your invoice summaries electronically by using your Internet browser printing options. The **Billing Filter** screen launches whenever you click the **Billing** sub-item located under **Admin**. If you do not have security privileges to access billing, then you will not be able to see the **Billing** option.

The adjustments and filtering options provided on the **Billing** screen allow you to set the criteria for your billing detail. If you just click **OK** to load the default settings, all your current Uninvoiced transactions will be returned to you.

Note: The Invoice Total displayed is only a summary of your billing invoice. This summary does not include sales taxes and additional state fees!

In this Chapter

This chapter discusses the Billing Detail View Options, the Filter Options, and how to read and interpret your Employment Screening Billing invoices.

Topic	See Page
Billing Filtering Preferences	**64**

Copyright © 2011 LexisNexis. All rights reserved.

Billing Filtering Preferences

General Concepts

The **Billing Detail View Options** let you set the criteria for your billing detail and the **Filter/Presentation Options** allow you to filter for specific invoices.

Billing Detail View Options

The **Billing Detail View Options** let you set the criteria for your billing detail according to the options illustrated in the table below.

Step	Action
1	Select a specific invoice from the **Invoice Date** drop-down box in the **Billing Detail View Options** section to select the billing period you would like to view.
2	Choose to group by Requestor, Reference Number, or Subject. **Tip:** If grouping by Reference Number, indicate the number of characters to group by. For example, entering '4' in the **Number of Characters to Group** field will group transactions by the first four characters of the Reference Number. The default settings (leaving the Reference Number blank) will use the entire Reference Number.
3	Use the **Group By** and **Sort By** drop-down boxes to set the criteria for how you want to view your billing detail. If you just click **OK** to load the default settings, all your current Uninvoiced transactions will be returned to you.

Filter/ Presentation Options

The **Filter/Presentation Options** allow you to specify display preferences for your Billing Details and Invoices.

Follow the steps below to indicate your preferences.

Step	Action
1	Use the **Filter Type** drop-down box to filter your billing invoices to include only Billing details of a specific **Requestor**, **Reference #**, or **Subject**.
2	**(Required)** Enter the **Filter Value** to search for based on the **Filter Type** that you selected.
3	**(Optional)** Check the **Include Pkg Components** option to include package components in the detail view. **Note:** Including package components may cause a significant delay due to the increase in the number of items returned.

Copyright © 2011 LexisNexis. All rights reserved.

Step	Action
4	Click the button to launch the **Transaction Details** screen.

Copyright © 2011 LexisNexis. All rights reserved.

Frequently Asked Questions

Order Entry

Q: **Why do I need to input the Social Security number on the initial Order Entry page?**

A: The Social Security Number field is the basis for your entire order. Using this number, Employment Screening develops a list of names and addresses reported using that number, and returns them in a "grid" that can be used to make criminal search history requests. This grid allows you to see addresses and names that your applicant may not have provided. The grid will only appear if you have a Social Security verification and public records search included with your order.

Q: **I need to run a package and include a search that is not part of that package. Can I select a package and an individual search at the same time?**

A: Yes. Package selection and Individual Search Component selection can be done at the same time provided the search is listed in the individual search component list. You can also add additional searches to the package by clicking the **Add a search** button on the **Order Summary** page.

Q: **Why are California current addresses mandatory fields?**

A: Currently, California requires LexisNexis Employment Screening reports to include the applicant's current address at the top of the report. California state law requires that all applicants be given the opportunity to obtain a copy of their report from their employer, and as part of this law, the current address must be readily avaliable on the report. While other states do not require the full current address, we do recommend including this during your order entry.

Q: **Why did another name appear on the grid?**

A: The name and location grid is developed from the applicant's Social Security number, but does not rely on the Social Security Administration's database. No non-governmental institutions have access to its database due to security precautions. Our grid search comes directly from the credit bureau's credit header information. Since this database is manually constructed, the occasional typographical error can cause additional names to appear. When using the grid, it is important to remember to only select those locations that are listed for the applicant (this includes maiden names or aliases), and not for any other name. For questions about a specific occurrence, please contact Customer Service.

Q: **I made an error during my Order Entry, but I caught it before I submitted my search. How do I fix this before submitting my order request?**

A: Continue with the Order Entry process until you reach the Order Summary page. This page allows you to review the contents of your order before you submit it for processing. For each section of your order, there will be a small **Edit** button in the grey section header. By clicking the button, you may safely return back to the section that you wish to correct or edit. The only item that cannot be changed during the Order entry process is the Social Security number. If you need to change this number, please call Customer Service within 24 hours of submitting or entering your order request. DO NOT use your Internet browser's **Back** button during the Order Entry process. Doing so will cause transmission errors during your order.

Copyright © 2011 LexisNexis. All rights reserved.

Order Viewing

Q: How long does a Background check take to complete?

A: The Social Security Verification is returned instantly, sometimes within seconds after ordering. Criminal backgrounds have different turnaround times. The majority of the County seat searches have a 3-5 day normal turnaround, but if possible record or name matches are found, it may take additional 1-5 days because an on-site search has to be conducted. Some courts are faster than others and we are at the mercy of the court. Verification searches must be researched manually, and may take 24-72 hours to complete. Delays in verifications will be indicated in the Employment Screening system. For specific turnaround times on your report, please contact Customer Service.

Q: Why does the SSN indicate there is no record when the applicant has what appears to be a valid card?

A: The SSN Verification search does not rely on the Social Security Administration's database. No non-governmental institutions have access to their database due to security precautions. Our SSN search comes directly from the credit bureau's credit header information. A **No Record Found** report might show if your applicant is fairly young or does not have any credit history yet. If you feel that you applicant is falsifying their SSN, you may contact the Social Security Administration directly and request to verify your subject's records. Although they will verify very limited information, it may help you with your hiring decision. The Social Security Administration's number is 1-800-772-1213.

Q. What exactly does it mean when we receive an alert (red flag) notification on a Social Security Number search?

A: The red flag on the SSN Verifcation is an indication of a name match error. For example, the name on the report that came back could be spelled differently than the name that was entered with your data. It is also possible that the SSN was entered incorrectly; therefore, the search could return another individual's information.

Q: What is the first step in the process of providing our data to LexisNexis Screening Solutions?

A: The first step is the "Data Profile" which is a prearranged conference call involving the necessary business and technical people from both your company and LexisNexis Screening Solutions. During this call, documentation specific to Employment Screening will be reviewed in its entirety, providing all parties the opportunity to discuss the data requirements in detail, and to ask and answer any questions relative to the data contribution process.

Q. My order does not have a county search. How can I fix that?

A: You can still add on the missing component to your order. When you log in, click on **Order Viewing**, and pull up your existing order. Once the order is pulled up, click on the **Add a search** button on the bottom left hand side of the subject's information. On the next screen, you have an option of going back to the Location Ordering Grid, or ordering the county search manually. Click on the link that would bring you back to the grid. Once you are on the grid, choose the county you would like to run the criminal search on and click **Continue**. You will then go back to the Summary screen where you can verify the searches you ordered. Click **Submit** to submit the search. You will get a message saying your order has been succesfully submitted.

Copyright © 2011 LexisNexis. All rights reserved.

Q: Can I print more than one completed report instead of just one at a time?

A: Select the **Order Viewing** tab. Then, select the date range of reports that are being requested. Check the box indicating **Completed Orders Only,** then click **OK** or press **Enter**. The next screen will have a box next to each request and, by checking each box, the search will be printed when you select the print option at the bottom of this screen. There is also an option to select all reports for printing.

Billing

Q: Why can I only view my invoice detail online?

A: There are several reasons for exclusive website access to your invoice detail. For security purposes, LexisNexis Screening Solutions discourages sending detailed invoices through the mail, as they contain sensitive information about your applicants. Our website is a secure location and can only be accessed by approved associates. LexisNexis also provides a variety of ways in which your invoice can be detailed. You may choose to sort alphabetically by applicant, by reference, by requestor, and other filtering options that can help you further break down your monthly total based on your company's requirements.

Q: I notice additional fees listed in my billing detail. What are these?

A: Certain searches may incur additional fees based on costs of research. There are several counties that charge access fees for searching their files of court records. State Departments of Motor Vehicles may also charge DMV access fees. Should charges be levied during a verification for automated systems, record access, or phone number look-up, these may be passed along. These fees are not paid to LexisNexis Screening Solutions and instead are remitted to the organization or service that required the fee.

Administration

Q: How do I change my password?

A: Click on the **Administration** tab, and then click on the **Edit My User Settings** link. Click on the **Change Password** button. Type in new password and confirm by typing it again (password must be at least six characters and must include at least one alpha character and one numeric character in the password). Click **Save Changes** before making any other changes to your account settings.

Q: I would like to receive e-mails letting me know when my reports are complete. How can I set this up?

A: Click on the **Administration** tab, and then click on the **Edit My User Settings** link. Below the personal information fields is a section called "Auto E-mail Notification". Click the **Edit** button. You will first choose how frequently you would like to receive your e-mail notification (from once per hour to once per month), then the criteria we use when sending you e-mail. If you are already set up to receive e-mail notifications, and wish to change your settings or turn off the notifications, you may also do so.

Copyright © 2011 LexisNexis. All rights reserved.

Q: We get an e-mail message each day for unviewed orders. Is there a way to cancel this message?

A: Please follow the steps below to cancel Auto-E-mail notification:

1. Log in and click on the **Administration** tab.
2. Click on the **Edit My User Settings** link.
3. Find the Auto E-mail Notification Preferences, and click on the **Edit** button.
4. Choose “Notification Off” on the Notification Frequency and “Do Not Notify” on the Notification Criteria.
5. When finished, click **OK**.

Copyright © 2011 LexisNexis. All rights reserved.