

# SterlingONE eScreen Drug & Health Screening Overview

Recruiter Scheduling

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# Tutorial Objective

This tutorial was created to help you easily transition from the Verified Person platform to your new SterlingONE platform.

- Once you have logged into the system, you will find a personalized platform for your drug and health screening needs.
- We'll highlight some of the differences between the platforms to help you learn the following:
  - Glossary of Terms
  - Scheduling a Test: Recruiter Scheduling
  - How to Track the Status of each Drug Test
  - How to View Results

# Glossary of Terms

## Donor

- The candidate or employee that must complete a drug test

## MRO

- Medical Review Office, the third party laboratory that tests all specimens

## Collection Site

- The clinic where a donor can complete a drug test

## DOT

- Department of Transportation

## DOT Chain of Custody Form (CCF)

- Five (5) part carbon copy paper document required for a DOT regulated test

## ePassport

- Required document candidate will bring to the collection site upon testing

# Scheduling a Drug Test

The **orange slides** reflect the Verified Person platform experience.

The **blue slides** reflect the SterlingONE experience.

# Verified Person: Selecting a Service

- Previous experience on Verified Person:
  - Select a service from the A La Carte list.

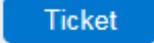
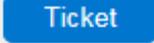
Choose a package:

Pre-checked items are your most commonly ordered services. Any additional items you order will be added to your bill.

<b>Background</b>	<b>Public Records</b>
<input type="checkbox"/> SSN Address Trace ?	<input type="checkbox"/> National Alias Criminal History ?
<input type="checkbox"/> Global Screen ?	<input type="checkbox"/> County Criminal History ?
<input type="checkbox"/> Credit (Employment) Report ?	<input checked="" type="checkbox"/> SmartCrim County (7 year) ?
<b>Verification Services</b>	<input checked="" type="checkbox"/> Federal Nationwide Criminal (7 year) FAM ?
<input type="checkbox"/> Employment ?	<input checked="" type="checkbox"/> Sex Offender (nationwide) ?
<input checked="" type="checkbox"/> DOT Employment ?	<input type="checkbox"/> Motor Vehicle Report ?
<input type="checkbox"/> Education ?	
<input type="checkbox"/> International Education ?	
<input type="checkbox"/> Professional License ?	
<b>Healthcare Services</b>	
<input checked="" type="checkbox"/> Drug Test ?	

# SterlingONE: Selecting a Service

- On your dashboard, click **Launch** or **Ticket** next to the appropriate service/package.
  - **Launch:** Will send the candidate an email and prompt the candidate to select a convenient testing site.
  - **Ticket:** Will serve as a full e-invite process, prompting the candidate to complete information required for the background check within a secure candidate portal. Once the ticket is processing, a second email will be sent to prompt the candidate to select a convenient testing site.

 Drug - 5 Panel Lab Test Price: \$27.50	 
 Drug - 7 Panel Lab Test Price: \$34.00	 



**\*\*Please note: This process will vary depending on your personalized account setup.**

# Verified Person: Entering Candidate Info

- Previous experience on Verified Person:
  - Enter all candidate info noted below and proceed to authorize the request.

The screenshot shows a web form for entering candidate information. The form is organized into several sections. At the top, there are four input fields for the name, labeled 'first', 'middle', 'last', and 'suffix'. The 'first' field contains the text 'TESTING'. Below the name fields are three 'AKA' (Also Known As) fields, labeled 'AKA 1', 'AKA 2', and 'AKA 3'. A blue link labeled 'Add More AKAs' is positioned below the 'AKA 2' field. The form then moves to a section with various identification and contact fields. On the left side, there are fields for 'Country' (USA), 'SSN' (999-99-9999), 'Passport Number', 'Passport Type', 'Passport Country' (United States of America), 'DOB' (04/18/1984), 'Address' (22 NORTH FRONT ST), 'City' (MEMPHIS), 'State' (TN), 'Zip' (38103), 'Applicant Phone', 'Applicant Email' (OGONZALEZ@VERIFIEDPERSC), and 'Applicant ID'. On the right side, there are fields for 'DL Country' (United States of America), 'DL #', 'DL State', and 'FCRA Purpose' (Employment by Hire or Contract). Each field has a small question mark icon to its left, indicating help or validation information.

# SterlingONE: Entering Candidate Info

- You may choose to send an Electronic Disclosure and Authorization (EDA) to your candidate or certify that you already have authorization on file.
- Enter your candidates information including name, SSN, DOB, phone and email address and submit the request.

**User Certification and Candidate Authorization**

You must indicate your agreement to the statement below by checking one of these boxes.

I have provided the individual a disclosure and received the individual's written authorization for the report. I certify that: 1) a clear and conspicuous disclosure was made to the consumer in a document consisting solely of the disclosure 2) the disclosure satisfied all Fair Credit Reporting Act and other legal requirements; 3) the report will not be used in violation of any applicable federal or state equal employment opportunity law or regulation, and its use will comply with all applicable laws; and 4) I understand my obligations, have complied with, and will comply with all applicable laws pertaining to Consumer Reports/Investigative Consumer Reports as defined in the Fair Credit Reporting Act as amended.

Send electronic disclosure and authorization forms to this individual at the email provided. I certify that: 1) the disclosure and authorization forms have been reviewed by my company and legal counsel and they satisfy all Fair Credit Reporting Act and other legal requirements, including a clear and conspicuous disclosure in a document that consists solely of the disclosure; 2) my order should not be processed before the consumer and his or her authorization obtained in writing; 3) the report will not be used in violation of any applicable federal or state equal employment opportunity law or regulation, and its use will comply with all applicable laws; and 4) I understand my obligations, have complied with, and will comply with all applicable laws pertaining to Consumer Reports/Investigative Consumer Reports as defined in the Fair Credit Reporting Act as amended.

On the EDA, the donor can choose to draw their signature with their mouse or select from multiple pre-filled text options.

SSN and DOB are required but can be collected from the candidate via EDA if needed.

**Candidate Profile** \* Indicates required field

Information in this section is used for all searches.

First Name*	Middle Name	Last Name*	Suffix
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Social Security Number*	Date of Birth*		
<input type="text"/>	Month <input type="text"/>	Day <input type="text"/>	Year <input type="text"/>
Phone Number*	Email Address*		
<input type="text"/>	<input type="text"/>		
Address*	City	State/Territory	Zip Code*
<input type="text"/>	<input type="text"/>	Select State/Territory <input type="text"/>	<input type="text"/>

# Verified Person: Scheduling a Test

- Previous experience on Verified Person:
  - Click on the link to proceed to the scheduling site.
  - Enter the candidate info and select a reason for the test.

**Order Confirmation**

Thank you for your order for TESTING TESTING placed 02/21/2017.  
Your order number is [6768437](#).  
[Click here to schedule your drug](#)

First Name:	TESTING	*
Middle Name:		
Last Name:	TESTING	*
Social Security Number:	●●● - 99 - 9999	
Date of Birth:	4 / 18 / 1984 MM/DD/YYYY	
Day Phone:	( ) - Ext.	
Evening Phone:	( ) - Ext.	
Email Address:		
Donor ID:		None
Cost Center / Job Code:	~Select~	
<input checked="" type="radio"/> Pre-employment	<input type="radio"/> Periodic Medical	<input type="radio"/> Followup
<input type="radio"/> Random	<input type="radio"/> Promotion	<input type="radio"/> Transfer
<input type="radio"/> Post Accident	<input type="radio"/> Return to Duty	<input type="radio"/> Other - Specify Reason: <input type="text"/>
	<input type="radio"/> Diversion	<input type="radio"/> Reasonable Suspicion/Cause

# SterlingONE: Scheduling a Test

- Use the **Review and Print OHS Passport** button to enter the scheduling portal (available from the candidate report or order confirmation screen).

## Next Step: Print OHS Passport

Review and print your Drug Screening Authorization.

**Review and Print**



All email regarding this order will be sent to [danielle.gilchrist@sterlingts.com](mailto:danielle.gilchrist@sterlingts.com). To add or change addresses, or to turn off notifications, visit your [Preferences](#) page.

If you have any questions regarding this order, please call Customer Support at **1.866.338.6739** and reference **Report ID 102905034**.

# Verified Person: Selecting a Site

- Previous experience on Verified Person:
  - Enter details below and choose a convenient site.

Clinic Search Range:

Address:  City:  State/Province:  Postal Code:

Distance:  Miles

Select	Drug	Health eScreen	Clinic Name	Distance	Phone	Address	City	State/Province	Postal
<input type="button" value="Select"/>			Methodist Minor Medical - Union Midtown	3 m	9017223152	1803 UNION AVE	MEMPHIS	TN	3810
<input type="button" value="Select"/>			Nova Medical Centers - Memphis West	6 m	9012911100	2781 AIRWAYS BLVD	MEMPHIS	TN	3813
<input type="button" value="Select"/>			Concentra Medical Center-Airport Memphis	7 m	9013480200	2831 AIRWAYS BLVD	MEMPHIS	TN	3813
<input type="button" value="Select"/>			Career Pro Drug Screening-W Memphis	8 m	8707323355	620 W BROADWAY ST	WEST MEMPHIS	AR	7230
<input type="button" value="Select"/>			American Testing LLC	11 m	9018315876	8727 NORTHWEST DR	SOUTHAVEN	MS	3867

**Configuration:**  Immediate (Start time is current time.)  
 Future (Start time must be specified.)

**Hours Type:** **Immediate**

Donor has   (CST) to complete test.

Donor is allowed to take test up to 7 days after the test time has expired.

Do not display expiration time on the ePassport.

**Notifications:**

Send Email when donor has completed the event.  
 Send Email if the donor fails to take test by the event time.  
 Send Email notification 4 hours before scheduled event expires.

**Email Address:**

**Scheduler Contact Info:** **Note: To email multiple recipients, separate email addresses with a semi colon.**  
 Please enter the contact information in case the donor has questions.  
 Contact First Name:   
 Contact Last Name:   
 Contact Phone:   
 (  )  -  Ext.

# SterlingONE: Selecting a Site

- Fill out location information and select desired testing facility.
- Follow prompts to confirm selection.

Search filters and results:

Buttons: Show Default Clinics, Show More

Address :

City:

State: Please pick a state. ▾ ZIP: 98109

Search Radius (Min 10, Max 60): 20

Search

Click Here

Select	Clinic Name	Phone	Address
Select	Care Plus Medical Center - Shoreline	2063650220	14731 AURORA AVE N
Select	Doctors Express - Kent	4252913300	18012 W VALLEY HWY

# Verified Person: Donor Receives ePassport

- Previous experience on Verified Person:
  - Print and/or email the ePassport to candidate.

**Print ePassport**
Done

**ePassport Notification Options**

Email:

Do you want to send a text message reminder along with the email?

**Instructions:**

Print out this sheet and send with the Donor to the Clinic.

**Email the ePassport to:**

Note: If you select the option to email the ePassport, you will receive an email with the ePassport to download.



**ePassport™**

AI93750212X



**For Donor Use:**

**Clinic Information:**  
 Care Plus Medical Center - Kenmore  
 17511 98TH AVE NE  
 STE C  
 KENMORE, WA 98028  
 ph #425-486-8300  
 Fax: 425-486-8061

**DONT FORGET!**

- Take ePassport and Photo ID
- All other documents provided by employer
- Call clinic to confirm their hours of service

**Scheduled Time: Between 6/12/2014 5:49:04 PM PST and 6/17/2014 5:00:00 PM PST**

**For Clinic Use:** \*Use eScreen Scheduled Event Account\*

<p>Scan the ePassport barcode into eScreen123.</p> <p><b>Confirmation #:</b> AI93750212X</p> <p><b>Regulation:</b> DOT - FMCSA</p> <p><b>Reason for Test:</b> Pre-employment</p> <p><b>Services to be performed:</b> Do Not Use eCup                      Urine Collection - 1000 - DOT Panel(1000)</p>	<p><b>Scheduled Event Details will appear.</b></p> <p><b>Donor Information</b></p> <p><b>Name:</b> Candidate Name</p> <hr/> <p><b>eScreen Acct #:</b> 102311-0</p> <p><b>Employer or Agent Name:</b> "Company Name"</p>
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**\*\*DOT Chain of Custody form is required**

Donor MUST take a DOT-regulated Federal custody control form to the collection site for this testing.

**Additional Requirements/Notes:**  
 Please go in for your drug screen A.S.A.P. Please call the clinic at the number above to confirm their hours of service. Contact us if you have any questions 877-893-1664

Bill services to :  
 eScreen, Inc.  
 PO Box 25602  
 Overland Park, KS 66225

Contact eScreen Client Services with questions: (800) 881-0722 opt. 5

# SterlingONE: Donor Receives ePassport

- Once scheduled, you will have the option to print and email the ePassport.
- The candidate will need to bring a copy of their ePassport to the clinic at the time of testing (a chain of custody form will still be required for DOT regulated tests).

 an Avare company	
<b>ePassport™</b>	AI13988711Y6
<b>Clinic Information:</b> Immediate Clinic - Kirkland 13718 100th Ave NE  Kirkland, WA 98034 ph # 425-814-4888 Fax: 425-814-3788 <b>DON'T FORGET!</b> - Take ePassport and Photo ID - All other documents provided - Call clinic to confirm their hours of service	
<b>Scheduled Time: Between 11/4/2015 3:54:55 PM (PST) and 11/6/2015 3:54:55 PM (PST)</b>	
<b>For Clinic Use: *Use eScreen Scheduled Event Account*</b>	
Scan the ePassport barcode into eScreen123. Confirmation #: AI13988711Y6 Regulation: NON-DOT Reason for Test: Pre-employment	Scheduled Event Details will appear.  Name: Applicant Tester
Services to be performed: Do Not Use eCup Urine Collection - 1204 - 10 PANEL STANDARD (1204)	eScreen Acct #: 102311-0 TalentWise Single Accounts

# Order Tracking and Results

The **orange slides** reflect the Verified Person platform experience.

The **blue slides** reflect the SterlingONE experience.

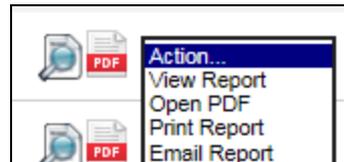
# Verified Person: Order Tracking

- Previous experience on Verified Person:
  - Via the applicant profile you can view status and results.

Order Information				
Order Number 6768486				
Package Name: <a href="#">i3 New Hire DOT Clinical</a>				
Order Date: 2/21/17 02:52 PM Central				
<a href="#">Click to change component order</a> 				
Show on PDF?	Component	Status	Last update	Editing options
<input checked="" type="checkbox"/>	<a href="#">New Hire DOT Clinical</a> testing testing <a href="#">Click to add comments</a>	PENDING 6768486/23298585 ETA: 3 days - 02/24	2/21/17 02:52 PM Central	<a href="#">more options</a>

# SterlingONE: Order Tracking

- Locate the candidate using the **Find a Candidate** tool on the left sidebar of your Dashboard or via the Screen tab.
- Click the Candidate Name to view the Candidate Profile.
- Click the magnifying glass icon or the **View Report** option in the **Action** dropdown next to the report you want to view.

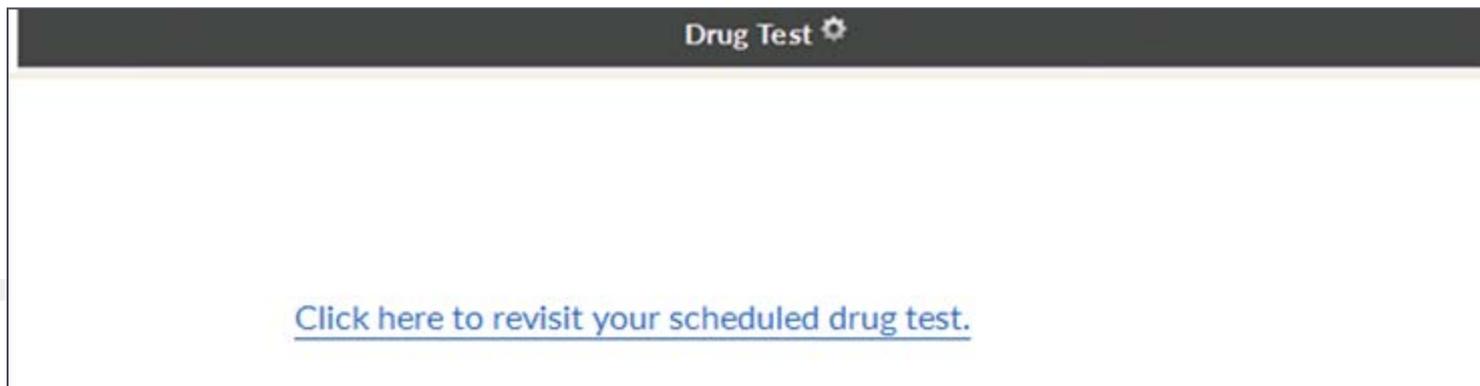


- Click the Status Notes link next to the name of the search to view the step by step status notes.

⤴ Status Notes	
2017-02-08 06:50:13	Collection completed
2017-02-07 15:54:22	Screening scheduled

# Verified Person: Issue a New ePassport

- Previous experience on Verified Person:
  - Via My eScreen you can issue a new ePassport.



Confirmation #: A1185885195H Edit Scheduled Event Reprint ePassport Cancel Event

**Scheduled Event** History

<b>Client:</b>		<b>Day Phone:</b>	
<b>Donor Name:</b>		<b>Evening Phone:</b>	985-273-1048
<b>Social Security Number:</b>		<b>Cost Center / Job Code:</b>	
<b>Donor ID:</b>			
<b>Date Of Birth:</b>	11/19/1966 MM/DD/YYYY		
<b>Clinic:</b>	MMH Occ Med - Covington		
<b>Clinic Type:</b>	Installed		
<b>Clinic Address:</b>	1111 Greengate Drive Suite B Covington, LA 70433		
<b>Clinic Phone #:</b>	985-327-6095		
<b>Start Date:</b>	2/3/2017 MM/DD/YYYY 12:41 PM (CST)		
<b>Expiration Date:</b>	2/13/2017 MM/DD/YYYY 05:00 PM (CST)		
<b>Scheduled Service/Status:</b>	Non-DOT eScreen eReader instant test	<b>Reason for Test:</b> Pre-employment Scheduled	
	Panel ID: 1200		
	Panel Description: 5 PANEL STANDARD (1200)		

# SterlingONE: Issue a New ePassport

- As the Recruiter, if you did not schedule your candidates test in the allotted time, click Issue New OHS Passport to schedule the test.
- If the actual donor passport itself expired, a new test must be ordered.

**1** eScreen Drug Screening DOT Breath Alcohol Test

**Screening not scheduled**

The candidate **was required to report for screening no later than Sunday, September 28, 2014 at 6:34** pm Eastern time (3:34 pm Pacific). TalentWise has not yet received results from eScreen. Our records indicate that the screening was not scheduled.

You may issue a new OHS Passport for the candidate by clicking the button below. A notification will be sent to the candidate's email address (srichards@talentwise.com).

[Issue New OHS Passport](#)

**2** eScreen DOT Physical

The candidate is required to report for screening no later than **Wednesday, December 31, 1969** at 6:59 pm Eastern time (3:59 pm Pacific). TalentWise sent an email message containing instructions for completing the screening to the candidate's email address (srichards@talentwise.com). If the candidate did not receive the message from TalentWise, it's possible that the candidate's mail server blocked it. You may [send a reminder](#) using your own email program and server.

**3** eScreen DOT + MRO

The candidate is required to report for screening no later than **Wednesday, December 31, 1969** at 6:59 pm Eastern time (3:59 pm Pacific). TalentWise sent an email message containing instructions for completing the screening to the candidate's email address (srichards@talentwise.com). If the candidate did not receive the message from TalentWise, it's possible that the candidate's mail server blocked it. You may [send a reminder](#) using your own email program and server.

# Verified Person: Completed Results

- Previous experience on Verified Person:

Drug Test for John Smith -negative	
<a href="#">hide</a>	
Confirmation Number	AI18632814PZ
Lab Location Code	
Dilute	Not Dilute
Cost Center	
Lab Name	eCup
Lab Account	C6008010
Client Name	TCI
Location Info	FastMed - Oak
Donor Name	Smith, John
SSN	XXX-XX-9999
Other ID	D02263763

# SterlingONE: Completed Results

- Once the donor has completed their screening, the specimen will be reviewed by a third party Medical Review Office (MRO).
- Final results, as provided by the MRO, will be posted to the candidate report on your SterlingONE dashboard.

5 eScreen Drug Screening 5-Panel													
<b>Result</b>	<b>Clear</b> Disposition from OHS Network: Negative												
<b>Collection Date</b>	2015-02-02												
<b>Reason for Test</b>	Pre-Employment												
<b>Analytes Tested</b>	<table border="1"><thead><tr><th>Description</th><th>Result</th></tr></thead><tbody><tr><td>Marijuana</td><td>Negative</td></tr><tr><td>Cocaine</td><td>Negative</td></tr><tr><td>Amphetamines</td><td>Negative</td></tr><tr><td>Opiates</td><td>Negative</td></tr><tr><td>PCP</td><td>Negative</td></tr></tbody></table>	Description	Result	Marijuana	Negative	Cocaine	Negative	Amphetamines	Negative	Opiates	Negative	PCP	Negative
Description	Result												
Marijuana	Negative												
Cocaine	Negative												
Amphetamines	Negative												
Opiates	Negative												
PCP	Negative												

# Questions?

- For drug screening related questions, including resending the ePassport, please contact your dedicated Client Services POD or CSE. They can be reached by creating a case via the Help & Resources tab, available in the upper right hand corner of your dashboard.
- For more information on how to create a case, please refer to Help & Resources.

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