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

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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

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Scheduling a Drug Test

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

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

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Verified Person: Selecting a Service

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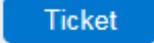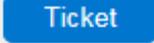 - Select a service from the A La Carte list.

Choose a package: A La Carte

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

Background
- ☐ SSN Address Trace
- ☐ Global Screen
- ☐ Credit (Employment) Report

Verification Services
- ☐ Employment
- ☐ DOT Employment
- ☐ Education
- ☐ International Education
- ☐ Professional License

Healthcare Services
- ☑ Drug Test

Public Records
- ☐ National Alias Criminal History
- ☐ County Criminal History
- ☐ SmartCrim County (7 year)
- ☐ Federal Nationwide Criminal (7 year) FAM
- ☐ Sex Offender (nationwide)
- ☐ Motor Vehicle Report

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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.

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

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Verified Person: Entering Candidate Info

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

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.

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

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 consumer and his or her authorization obtained in writing; 3) the report federal or state equal employment opportunity law or regulation, and understand my obligations, have complied with, and will comply with Reports/Investigative Consumer Reports as defined in the Fair Credit

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

Social Security Number*   Date of Birth*
                           Month ▾ Day ▾ Year ▾

Phone Number*   Email Address*

Address*   City   State/Territory   Zip Code*
                    Select State/Territory ▾

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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~

⦿ Pre-employment	○ Periodic Medical	○ Followup
○ Random	○ Promotion	○ Transfer
○ Post Accident	○ Return to Duty	○ Other - Specify Reason:
	○ Diversion	○ Reasonable Suspicion/Cause

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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**. 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.

SterlingONE: Selecting a Site

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

Verified Person: Donor Receives ePassport

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

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).

Order Tracking and Results

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

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Verified Person: Order Tracking

- Previous experience on Verified Person:

  - Via the applicant profile you can view status and results.

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.
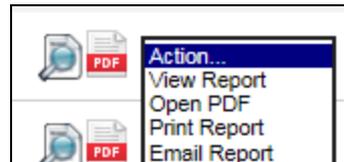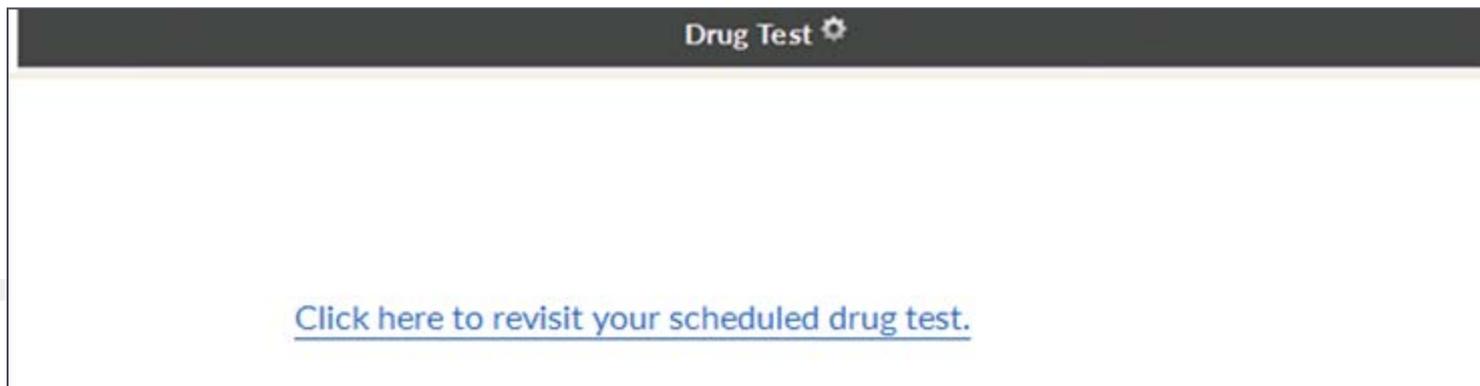

- Click the Status Notes link next to the name of the search to view the step by step status notes.

Verified Person: Issue a New ePassport

- Previous experience on Verified Person:

  - Via My eScreen you can issue a new ePassport.

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.

Verified Person: Completed Results

- Previous experience on Verified Person:

Drug Test for John Smith -negative	
⊟hide	
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

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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.

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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