

Welcome to SterlingONE New User Tutorial

Verified Person to SterlingONE

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Tutorial Objective - Table of Contents

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 screening and onboarding needs based on your company's requirements.

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Benefits of moving to the SterlingONE platform

Simple Dashboard:

- Monitor critical onboarding documents such as I-9 using My Tasks and Upcoming Due Dates widgets right within the platform.

Streamlined Candidate Experience:

- Secure, easy to use candidate portal.

Common SSN Trace Results:

- SterlingONE provides more detailed SSN Trace results and discrepancies.

Reporting Capabilities:

- Users can easily generate TAT and Invoicing/Billing reports.

Managing Notifications:

- Users can customize notifications for their accounts.

Integrations:

- Reduce screening turnaround times with SterlingONE's seamless vendor integrations such as NSCH, Talx, E-Verify, etc.

Help & Resources:

- Self-help, access to training webinars, and much more using our Community knowledge base.

Glossary of Terms

SterlingONE Terms and Definitions

Dashboard:	•A simple web-based user interface making it easy to submit orders and centrally manage all hiring activities for candidates and new hires.
Launch:	•Launching an order requires that you, as the client, complete the required data entry for your candidate in order to run a report.
Ticket:	•This is similar to the Verified Person eApp. Tickets are sent to candidates to complete the required data entry electronically, versus you needing to complete it via the launch process.
Candidate Profile	•Consolidated view that houses all screenings, ticket history, and documents for a single candidate.
Candidate ID:	•This is a unique number associated to each candidate profile. Every report run on an individual candidate will be housed under that candidate record.
Report ID:	•This is a unique number associated to each candidate report. A candidate could have multiple reports within their candidate profile.
EDA:	•Electronic Disclosure and Authorization, Sterling Talent Solutions offers an electronic release process if a paper release has not been signed by the candidate.
Candidate portal:	•Online branded portal for candidates and new hires to interact with your organization.
SterlingONE Admin:	•Robust customization tools empower you to manage the branding, messaging, and media assets of the candidate portal, as well as set up user permissions, email template groups, and more.
Parent User:	•The administrator on the account who is authorized to add users, view billing and invoices, and approve changes to the account. There is only one true parent user, however additional users may be given parent level access.

Login Experience

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

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

Verified Person: Login Process (Previous experience)

- Previous login experience on Verified Person:

Login

Terms and Conditions

Please select a purpose for this session. By accessing this product, you (user) verify that you have a legitimate permissible business purpose to access the information provided, that you are the appropriate representative with privileges to access the information, and the information is being accessed for a single purpose from the presented list. If you conduct more than one search during this session and your purpose changes, you are required to logout and select a new purpose. Any use of the information other than for the selected purpose is a violation of the user's agreement with Verified Person and federal and state laws, and is grounds for termination of the agreement and referral to the appropriate investigative agency. By accessing this information you verify that you are compliant with the FCRA and all applicable federal, state and local laws, including limitations on driving records under the Driver's Privacy Protection Act and related state laws, and will not share the information or provide it to anyone other than the subject consumer or a joint user having the same purpose selected. For special provisions for employment purposes, [click here](#).

Purpose

Employment Purposes (FCRA) ▼

Account


User ID

Password

[Forgot your password? Click here.](#)
Note: Password is case sensitive.

LOG IN

[Privacy / Security / Legal Policy](#)

GODADDY
VERIFIED & SECURED
VERIFY SECURITY

SterlingONE: Login Process (New experience)

- To log in to SterlingONE, access <https://www.talentwise.com/screening/login.php>
- Enter your email address and temporary/permanent password, click **Sign In**.



Sign in to SterlingONE

Your Email Address

Your Password

Sign In [Forgot your password?](#)

Are you new to SterlingONE?
It takes just a few minutes to set up a new account for employment screening. [Get started now!](#)

"Purpose" is now set at the account level (Employment Purposes), there is no option to change this when logging in.

TalentWise is now SterlingONE!

Enjoy the same streamlined experience and all of the screening and hiring benefits that you and your candidates have come to know and trust.

Please use your email address and password to access your personal dashboard. From there, you can run employment or background checks, request a drug test, initiate onboarding, view reports, check statements and invoices, and more.

Note: If you cannot locate your temporary password, please click "Forgot your password?" to receive a new temporary password via email.

SterlingONE: Login Process - Change Temporary Password

1. Upon your initial login to the SterlingONE platform, or if you have reset your password, you will be prompted to change your temporary password to a permanent one.
2. Complete required fields marked with an asterisk.
3. Click **Save**.

Note: After you have changed your password, click **Dashboard** to access your main view.

The screenshot shows the SterlingONE user interface. The top navigation bar includes the SterlingONE logo, the text 'SterlingONE™', and links for 'Admin', 'Screening Forms', 'Help & Resources', and 'Demo'. A left sidebar contains a menu with 'Dashboard' (highlighted with a red box), 'Home', 'My Account' (with a dropdown arrow), 'Preferences' (with an up arrow), 'Profile', 'Credit Card', 'Change Password' (highlighted), and 'User Settings' (with an up arrow). The main content area is titled 'Change Password' and contains instructions: 'Your new password must be at least 8 characters and be different from your last 10 passwords. It must contain at least one letter, one number, and one of the following characters: ! # \$ % - _ = . +'. Below this are three input fields labeled 'Old Password *', 'New Password *', and 'Confirm New Password *'. A blue 'Save' button is at the bottom of the form.

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Dashboard Experience

The SterlingONE Dashboard allows you to monitor upcoming due dates and tasks for the Form I-9.

Verified Person: Navigating the Dashboard

- Previous dashboard experience on Verified Person:

The dashboard features a top navigation bar with links: Home, Ordering, Reports, Docs & Forms, Admin, and Logout. A search bar and a user profile button (Vp / Acarter1) are also present.

The main content area is divided into eight modules:

- Order By SSN:** Includes fields for SSN, Package (set to Laura Package), and FCRA Purpose (set to Employment by Hire or Contract), with a Submit button.
- Find Orders:** Includes fields for First name, Last name, SSN, Order #, Billing Identifier 1, and Billing Identifier 2, with a Show Orders button and a link to find orders.
- I-9 Management:** Includes links for Create New I-9, I-9 Status (1), Print I-9, Active (1), Pending (0), E-Verify Action Required (0), Expiring (0), and Reports.
- Applicant Quick Invite:** Includes fields for First, Middle, and Last name, Applicant E-mail, and Package (set to TestVTEclude), with buttons for Save to Draft for Review, Process Immediately, and Send To Applicant.
- Criminal TAT by county:** Displays a map of the United States with color-coded regions representing different TAT (Time to Action) ranges.
- Reports:** Includes a link to Newly Completed (224) and a list of names with status indicators: JOHN PEMBERTON (red X), John Pemberton (red X), John Pemberton (red X), Deborah Petty (red X), and RAHUL YADAV (green checkmark). It also includes links for Draft/saved (69), Rescreening required (1532), Pending (0), Completed (3191), and New updates (224).
- Docs and Forms:** Includes links for Quick Start Guide, Web Demo, Users Guide, and Browser Configuration.
- Contact:** Includes contact information for Javier Potes, account representative, and a customer support hotline at 866-380-6100.

SterlingONE: Navigating the Dashboard Tab

- The SterlingONE Dashboard tab offers a high-level overview of pending screenings, tickets, and onboarding forms.
- My Tasks and Upcoming Due Dates can be used to manage Form I-9 completion within the regulated timeframe.

The screenshot shows the SterlingONE Dashboard interface. The top navigation bar includes the SterlingONE logo, the 'Dashboard' tab (highlighted with a red box), and other tabs: Applications, Screen, Tasks, Records, and Reporting. The right side of the header has links for Admin, Screening Forms, and Help & Resources.

Annotations with red arrows point to specific features:

- Search for candidates by Candidate ID or first and last name:** Points to the 'Find a Candidate' search bar.
- Displays recent status changes:** Points to the 'Recent Activity' section.
- Provides overview of any tickets, screenings, or onboarding forms with upcoming due dates:** Points to the 'Upcoming Due Dates' section.
- Lists any tasks that require action by user:** Points to the 'My Tasks' section.
- Displays 10 most recently viewed candidates and reports:** Points to the 'Recently Viewed' list.

The 'Recent Activity' section displays a table of recent actions:

Activity	Status	Date
✓ Employment Verification Candidate, Test	New	Oct 4 View
✓ Aviation Verification Test Candidate, Test	Pending	Oct 4 View
✓ Employment Verification Veg, Test	Canceled	Oct 3
✓ Employment Verification Veg, Test	Canceled	Oct 3
✓ Employment Verification Ticket, Test	Canceled	Sep 29 View

The 'Upcoming Due Dates' section displays a table of tasks:

Task Description	Candidate	Assigned to	Status	Due
Complete and Sign Consent Forms	Candidate, Test	Test Candidate	New	N/A

The 'My Tasks' section shows '0' tasks and the message 'No items to display'.

SterlingONE: Navigating the Dashboard Tab

- Using the **Quick Launch** dropdown allows you to create new candidate profiles to launch screenings, tickets, and onboarding forms.
- Alternatively, users without access to candidate profiles may launch reports for new candidates via the packages on the **Dashboard** tab.

The screenshot shows the SterlingONE Dashboard interface. At the top, there's a navigation bar with the SterlingONE logo, user name 'Julie Harder', and links for 'Admin', 'Screening Forms', and 'Help & Resources'. Below this is a secondary navigation bar with tabs: 'Dashboard' (highlighted), 'Applications', 'Screen', 'Tasks', 'Records', and 'Reporting'.

On the left side, there's a 'Find a Candidate' search bar and a 'Quick Launch' dropdown menu. The dropdown menu is open, showing options: 'Launch Screening', 'Launch Onboarding', and 'New Candidate'. A red box with an arrow points to the 'Quick Launch' dropdown with the text: 'Click the + sign next to a package name to display the products included'.

The main content area features several widgets. At the top, there's a 'Recent Activity' widget with a grey +/- icon. A red box with an arrow points to this icon with the text: 'Activity widgets can be collapsed or expanded by clicking the grey +/- icon'. To the right of 'Recent Activity' is a 'My Tasks' widget showing '0' tasks.

Below these is a 'Screening' widget. It has a checkmark icon and a list of packages. The first package is 'Test Package' with a price of '\$0.00 plus fees' and a list of services: 'SSN Trace', 'Criminal County Search (7-Year Address History)', 'Multi-State Instant Criminal Check', 'DMV Driving Records', 'OFAC Check', 'Credential Verification', and 'Reference Check'. A red box with an arrow points to the '+' icon next to 'Test Package' with the text: 'Click the + sign next to a package name to display the products included'. Below 'Test Package' are two other packages: 'Employment Verification' and 'Reference Check', both with a price of 'Variable'.

At the bottom right, there are two buttons: 'Launch' and 'Ticket'. A red box with an arrow points to these buttons with the text: 'Initiate a screening for a new candidate by clicking "Launch" or "Ticket"'. Below this box, there's a list of actions: '- Launch: Allows user to complete all data entry for the candidate report.' and '- Ticket: Allows the user to send an email to the candidate to complete the data entry.'.

Creating a Candidate Profile

In SterlingONE, every report submitted for a single candidate will be consolidated under their Candidate Profile.

SterlingONE: Creating a Candidate Profile

1. To create a new candidate profile, select **New Candidate** under the **Quick Launch** dropdown.

Note: Quick Launch is accessible when on any tab (Screen, Records, etc.).

The screenshot displays the SterlingONE dashboard interface. At the top, the SterlingONE logo is on the left, and navigation links for Admin, Screening Forms, Help & Resources, and Julie Harder are on the right. Below this is a blue navigation bar with tabs for Dashboard, Applications, Screen, Tasks, Records, and Reporting. The 'Dashboard' tab is selected and highlighted with a red box. On the left side of the dashboard, there is a 'Find a Candidate' search bar and a 'Quick Launch' dropdown menu. The dropdown menu is open, showing options: Launch Screening, Launch Onboarding, and New Candidate. The 'New Candidate' option is highlighted with a red box. The main content area of the dashboard includes sections for 'Recent Activity', 'My Tasks' (0), 'Upcoming Due Dates' (1), and a 'Screening' section. The 'Screening' section lists two items: 'Test Package' (Price: \$0.00 plus fees) and 'Employment Verification' (Price: Variable), each with 'Launch' and 'Ticket' buttons.

SterlingONE: Creating a Candidate Profile

2. Completed all required fields marked with an asterisk and click **Create Candidate**.

Note: Every candidate must have a unique email address, entering an email address already in use will result in an error message directing you to the existing candidate profile.

Create New Candidate Close X

First Name*	Middle Name	Last Name*
<input type="text"/>	<input type="text"/>	<input type="text"/>

Email Address*

Email Address is already in use by Test Candidate.

Cancel Create Candidate

eApp Invite vs. Ticket

SterlingONE provides a secure candidate portal to complete sensitive data entry.

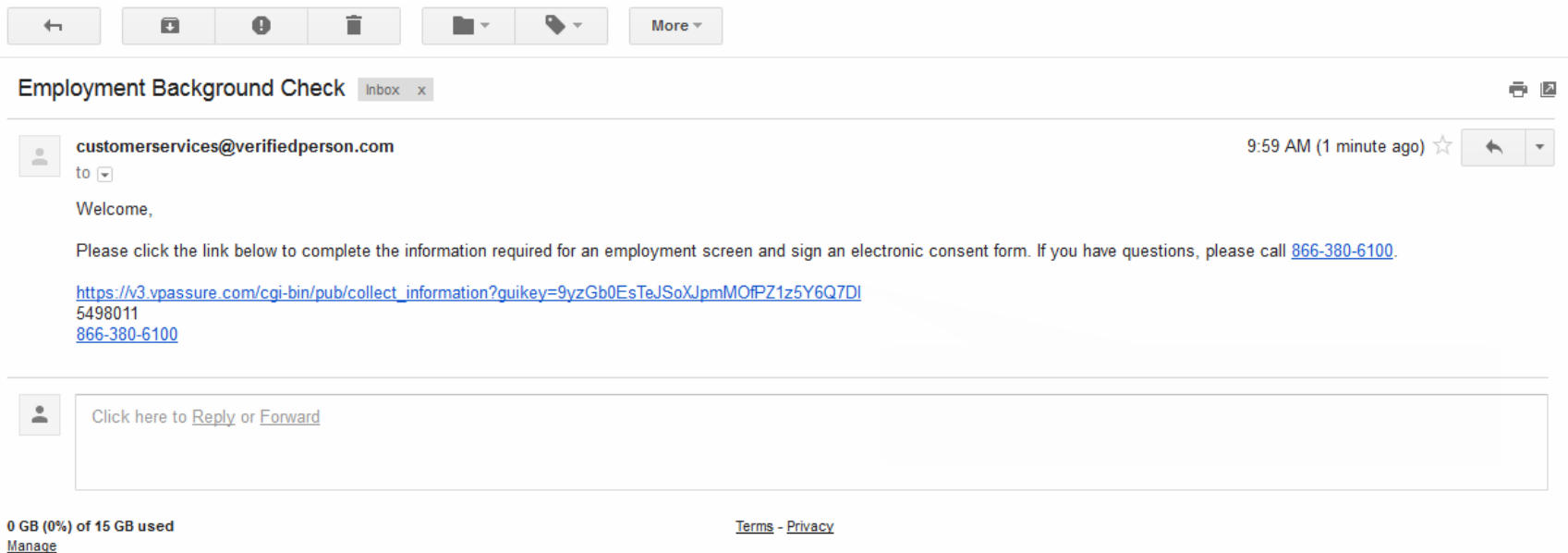
Verified Person: eApp Invite to Candidate

The screenshot displays the Verified Person eApp interface with a top navigation bar containing links: Home, Ordering, Reports, Docs & Forms, Admin, and Logout. A search bar and a user profile button (Vp / Acarter1) are also present. The main content area is divided into several modules:

- Order By SSN**: Includes fields for SSN, Package (set to Laura Package), and FCRA Purpose (set to Employment by Hire or Contract). A red arrow points to the Ordering link in the navigation bar with the text: "Option 1: Manually begin an order and send to candidate to complete".
- find Orders**: A section for finding orders with fields for First name, Last name, SSN, and Order #, and a "Show Orders" button.
- I-9 Management**: Contains links for Create New I-9, I-9 Status (1), Print I-9, Active (1), Pending (0), E-Verify Action Required (0), Expiring (0), and Reports.
- Applicant Quick Invite**: Includes fields for First, Middle, and Last names, Applicant E-mail, and Package (set to TestVTEclude). It has radio buttons for "Save to Draft for Review" and "Process Immediately", and a "Send To Applicant" button. A red arrow points to the "Send To Applicant" button with the text: "Option 2: Order via Applicant Quick Invite".
- Criminal TAT by county**: A map of the United States showing criminal TAT by county.
- Reports**: A section for reports with a "Newly Completed (224)" list showing names like JOHN PEMBERTON, John Pemberton, John Pemberton, Deborah Petty, and RAHUL YADAV. It also includes links for Draft/saved (69), Rescreening required (1532), Pending (0), Completed (3191), and New updates (224).
- Docs and Forms**: Contains links for Quick Start Guide, Web Demo, Users Guide, and Browser Configuration.
- Contact**: Provides contact information for Javier Potes, including phone (901-260-7887) and email (jpotes@verifiedperson.com). It also includes a customer support hotline (866-380-6100) and email (support@verifiedperson.com).

Verified Person: eApp Invite to Candidate

- When an eApp invitation is sent from Verified Person, the candidate receives an email with a link to begin the process.
- Any person can access the link, there is no security preventing someone who is not your candidate to access the system.



Verified Person: eApp Invite to Candidate

- The candidate is taken to a webpage to complete the required data entry, provide authorization to perform the check, and sign an electronic consent form authorizing the release of personal information.
 1. Instruction Page
 2. Candidate Profile Information
 3. Verification Information (if included)
 4. Authorize Check
 5. Sign Disclosure and Authorization Form

Sign the documents you reviewed

☐ I wish to receive a copy of the consumer investigative report.

- on a tablet or phone, use your finger
- on a computer, use your mouse (press and hold the left button while moving the mouse):

Clear Signature


After signing, you must click below to save your signature and authorize the search.

It is recommended that you close this window, once you have authorized your search:

Save your signature


SterlingONE: Generate a Ticket

- Similar to the eApp Invite on Verified Person, SterlingONE offers a Ticket feature.
 - The SterlingONE platform includes a secure candidate portal for the completion of electronic forms.
1. Within your newly created candidate profile, click **Add Screening**.

 **Test Candidate**


Edit Profile | Save to PDF | Print Report

Candidate ID	31767202	Alternate Names	None on File
Date Added	Mar 14 2017 10:52 am	Email Address	testcandidate@test.com
Date Last Modified	N/A	Primary Phone Number	Not on File
Social Security Number	Not on File	Address	Not on File
Date of Birth	Not on File		
Start Date	Not on File		
Termination Date	Not on File		


 **Application History**

Candidate has no application history

Add Application

 **Ticket History**

Candidate has no ticket history

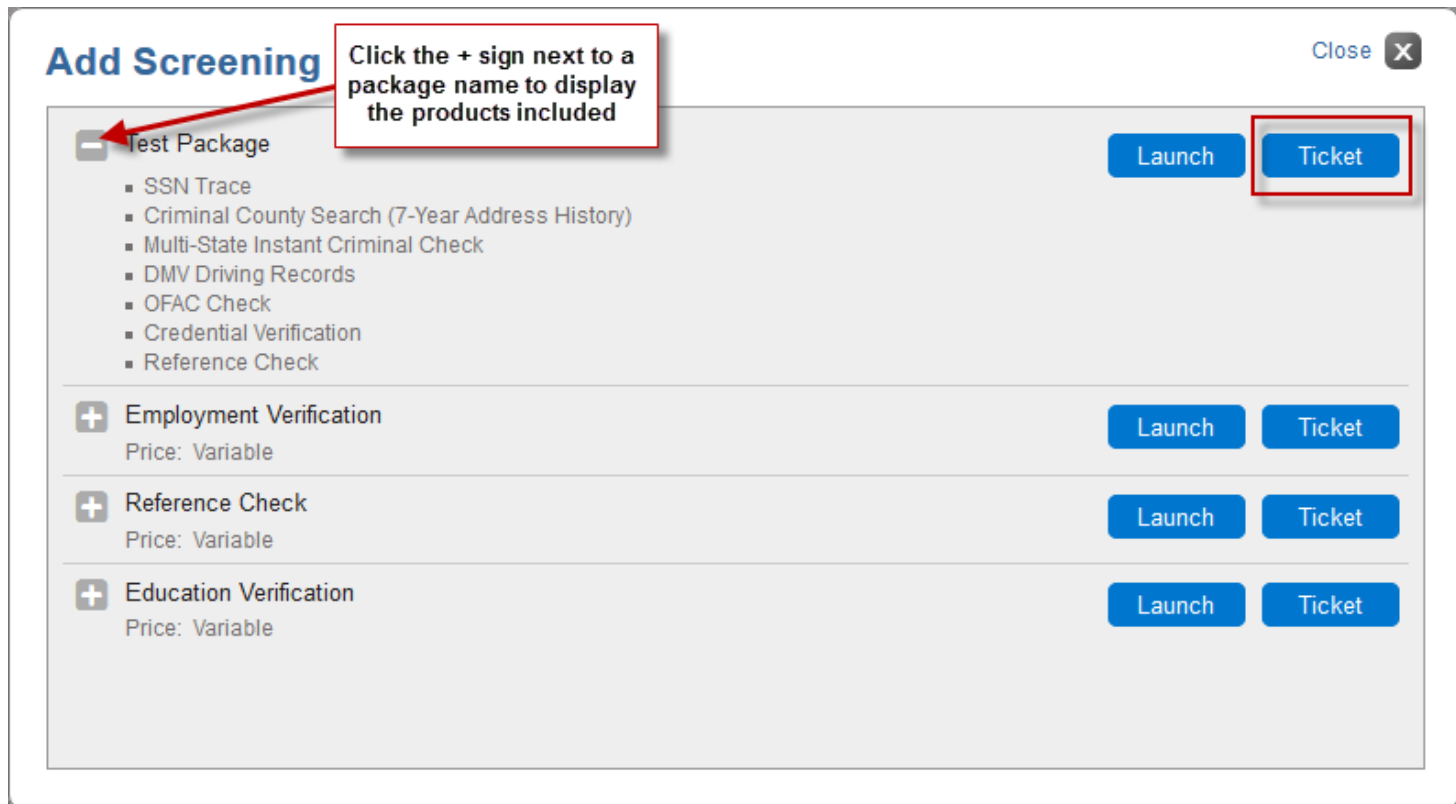
 **Screening History**

Candidate has no screening history

Add Screening

SterlingONE: Generate a Ticket

2. To initiate a ticket, click the **Ticket** button next to the desired package.



SterlingONE: Generate a Ticket

Test Package

User Certification and Candidate Authorization

You must indicate your agreement to the statement below by checking the box.

☐ I understand my obligations and am in compliance with all applicable laws pertaining to Consumer Reports / Consumer Investigative Reports as defined in the [Fair Credit Reporting Act](#) as amended.

Generate a Candidate Ticket * Indicates required field

To generate a ticket, please complete the form below.

First Name*	Middle Name	Last Name*	Suffix
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Email Address*

Disclosure and Authorization Options

☐ Send electronic disclosure and authorization forms to this individual at the email given below. 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 this written disclosure has been made to 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.

OR

☐ 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.

Order Tracking

Reference Code(s)
Reference Code*

Depending on your account configuration, you may or may not have additional required fields


Generate Ticket


3. Complete all required fields marked with an asterisk.
4. Click Generate Ticket.

SterlingONE: Generate a Ticket (Candidate Experience)


- Once a Ticket has been generated, the SterlingONE system will send an email to the candidate inviting them to complete the data entry process.
- The email will contain: 1) A link to a PDF copy of their summary of rights under the FCRA. 2) A URL to access the Candidate Portal to sign their Electronic Disclosure & Authorization (if sent) and complete all data entry.



REQUEST FOR PRE-EMPLOYMENT SCREENING -- VEGGIES ROCK

 DoNotReply@talentwise.com

 If there are problems with how this message is displayed, click here to view it in a web browser.

Sent: Tue 9/27/2016 3:31 PM

To:  Julie Harder

 Message  A Summary of Your Rights under the FCRA.pdf (63 KB)

Your company name
will show here

Dear TEST CANDIDATE,

Your Email Address for Sign-In: jvanek@talentwise.com

Your Temporary Password: **mYm7 Sgws**

As part of your application with Veggies Rock, we will be conducting a pre-employment screening on you.

So that we can expedite your application, please do the following:


1) Review your rights under the Fair Credit Reporting Act by visiting
http://www.talentwise.com/fcra/files/FCRA_Summary_of_Rights.pdf

2) Visit the URL below to access the Applicant Certification and Authorization form and proceed to the pre-employment screening. All information must be filled in to process your pre-employment screening.

<https://portal.talentwise.com/9413736b2e/ptl/dashboard.php?&Sender=16802852&Email=jvanek%40talentwise.com&OverrideCandidateID=6203125>

SterlingONE: Generate a Ticket (Candidate Experience)

- The candidate will be prompted to log in to a secure candidate portal, verify their DOB and last four of SSN, and change their temporary password.
- After accessing the candidate portal, the candidate will be prompted to launch any assigned tasks; including data entry on a ticket or onboarding form, such as a Form I-9.

 **You have a new task!**
Click the Launch Task button to begin. Each time you have a new task, it will appear in your "My Tasks" inbox. You also have a "My Tasks" dropdown in the upper right corner that can be accessed from anywhere in your portal.
[Close this Note](#)

My Inbox

Task	Due Date	Status	
Complete Information for Background Screening	N/A	NEW	Launch Task

SterlingONE: Generate a Ticket (Candidate Experience)

- If "Send electronic disclosure.." was selected when creating the ticket, the candidate will be directed to a Disclosure and Authorization form (EDA); this form will generate an eSignature for the release. For your convenience, completed electronic release forms are stored in your account.

> Complete and Sign Consent Forms

CONSENT AND NOTICE REGARDING ELECTRONIC SIGNATURE

> Complete and Sign Consent Forms

DISCLOSURE FOR BACKGROUND CHECK

> Complete and Sign Consent Forms

NOTICE REGARDING BACKGROUND CHECKS PER CALIFORNIA LAW

Veggies Rock (the "Company") intends to obtain information about you for employment screening purposes from a consumer reporting agency. Thus, you can expect to be the subject of "investigative consumer reports" and "consumer credit reports" obtained for employment purposes.

> Complete and Sign Consent Forms

AUTHORIZATION FOR BACKGROUND CHECK

I have carefully read and understand the separate background check disclosure document and the below authorization form. I have received a copy of the "Summary of Your Rights Under the Fair Credit Reporting Act" and any applicable state or local notices of rights provided with these documents. I have had the opportunity to review my rights. By my signature below, I consent to the preparation of background reports by TalentWise, and to the release of such reports to the Company and its designated representatives for the purpose of assisting the Company in making a determination as to my eligibility for employment, promotion, retention, contract assignment or for other lawful purposes.

I understand that, to the extent allowed by law, information contained in my job application or otherwise disclosed to the Company by me before or during my employment or contract assignment, if any, may be utilized for the purpose of obtaining such consumer reports and/or investigative

A SUMMARY OF YOUR RIGHTS UNDER THE FAIR CREDIT REPORTING ACT

Para información en español, visite www.consumerfinance.gov/learnmore o escriba a la Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.

The federal Fair Credit Reporting Act (FCRA) promotes the accuracy, fairness, and privacy of information in the files of consumer reporting agencies. There are many types of consumer reporting agencies, including credit bureaus and specialty agencies (such as agencies that sell information about check writing histories, medical records, and rental history records). Here is a summary of your major rights under the FCRA. For more information, including information about additional rights, go to www.consumerfinance.gov/learnmore or write to: Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.

ADDITIONAL STATE LAW NOTICES

CALIFORNIA, MASSACHUSETTS, MINNESOTA, NEW JERSEY, AND OKLAHOMA applicants or residents: You have a right to request a free copy of your report.

CALIFORNIA: Pursuant to section 1786.22 of the California Civil Code, you may contact TalentWise during normal business hours (9am to 5pm PST, Monday through Friday) to obtain and review all information in your file. You may obtain such information by appearing in person at TalentWise's offices, during normal business hours and upon reasonable notice, and upon submitting proper identification and paying the cost of duplication services. You may be accompanied by one other person, provided that person furnishes proper identification. You may also obtain a copy of your file by certified mail, if you have previously provided identification in a written request that your file be sent to you or a third party identified by you. You may also obtain a summary of your file by telephone, upon providing proper identification. TalentWise has

The following information is being collected to conduct the background check. It is kept safe and secure and will not be used for any other purpose.

Personal Information

First Name *
Test

Full Middle Name
Candidate

Last Name *
Candidate

Date of Birth *
Month | Day | Year

Email Address *
jharder@talentwise.com

Social Security Number *

Address

Country/Region *

Select Country

Electronic Signature

Confirm your name and signature:

Test Candidate [Update Signature](#)

Option 1: Click on one of the signatures below

Test Candidate

Test Candidate

Test Candidate

Option 2: Draw your signature

Clear

I Understand and Agree

SterlingONE: Generate a Ticket (Candidate Experience)

- After signing the EDA, the candidate will immediately be directed to complete the Candidate Profile page.

User Certification and Candidate Authorization

You must indicate your agreement to the statement below by checking the box.

☐ I have given signed authorization to this organization to conduct this screening. I understand my rights under the Fair Credit Reporting Act.

The candidate must check this box to authorize the organization to conduct the screening

Candidate Profile

* Indicates required field

Information in this section is used for all searches.

First Name*	Middle Name*	Last Name*	Suffix
<input type="text" value="Jonathan"/>	<input type="text"/>	<input type="text" value="Smith"/>	<input type="text"/>
<input type="checkbox"/> No Middle Name			
Alternate First Name	Alternate/Maiden Last Name		
<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" value="nwillborn@talentwise.com"/>		
Current Address*	City	State/Territory	Zip Code*
<input type="text"/>	<input type="text"/>	Select State/Territory <input type="text"/>	<input type="text"/>

Previous Residence (optional)

If providing a previous residence, you must include either (1) city and state or (2) zip code

City	State/Territory	Zip Code
<input type="text"/>	Select State/Territory <input type="text"/>	<input type="text"/>

☐ Check here if you would like a copy of the final report sent to you by email

The candidate may request a copy of the final report via email

Continue

Additional Required Information

Employment Verification

* Indicates required field

Only one entry per employer, including most recent job title and full duration of employment.

☒ EMPLOYMENT VERIFICATION

Employer Name*	Phone Number*
<input type="text"/>	<input type="text"/>
City*	State/Territory*
<input type="text"/>	Select State/Territory <input type="text"/>
Job Title*	Reason for Leaving*
<input type="text"/>	Select <input type="text"/>
Start Date*	End Date*
Month <input type="text"/> Year <input type="text"/>	Month <input type="text"/> Year <input type="text"/>
Additional Information	
<input type="text"/>	
Name While Employed	<input type="checkbox"/> Same as Current
First Name	Last Name
<input type="text"/>	<input type="text"/>

The candidate will be prompted to provide any other needed data as required for the chosen screening package

+ Add Employment Verification

Education Verification

* Indicates required field

Enter your school information below.

☒ EDUCATION VERIFICATION

Certification/Degree*	Field of Study/Major*
Select <input type="text"/>	<input type="text"/>
School Name*	
<input type="text"/>	
School City*	School State/Territory*
<input type="text"/>	Select State/Territory <input type="text"/>
Did You Graduate?*	
Select <input type="text"/>	
Name While Attending School	<input type="checkbox"/> Same as Current
First Name*	Last Name*
<input type="text"/>	<input type="text"/>

+ Add Education Verification

Continue

SterlingONE: Generate a Ticket (Candidate Experience)

- Your candidate will be asked to review the provided information and may edit any incorrect fields.
- After clicking **Submit**, the candidate will receive a ticket confirmation number. This ticket ID number matches the ticket number found on your SterlingONE Screen tab.

Review Information

Please review the package details below. To submit your screening, click the **Submit** button. To change any information, use the **edit** links.

Candidate Profile [edit](#)

Name:	Jonathan Smith
Social Security Number:	xxx-xx-6789
Date of Birth:	2/14/1985
Phone Number:	(425) 239-1234
Email Address:	nwillborn@talentwise.com
Address:	123 Test Everett, WA 98201
Previous Residence:	Not Provided

Submit

Thank you!

Thank you for completing the background check form. You may be contacted by SterlingONE Customer Support if there are issues processing your report.

Your ticket ID is 2259926.

If you have any questions regarding your order, please contact SterlingONE Customer Support at 1.866.338.6739.

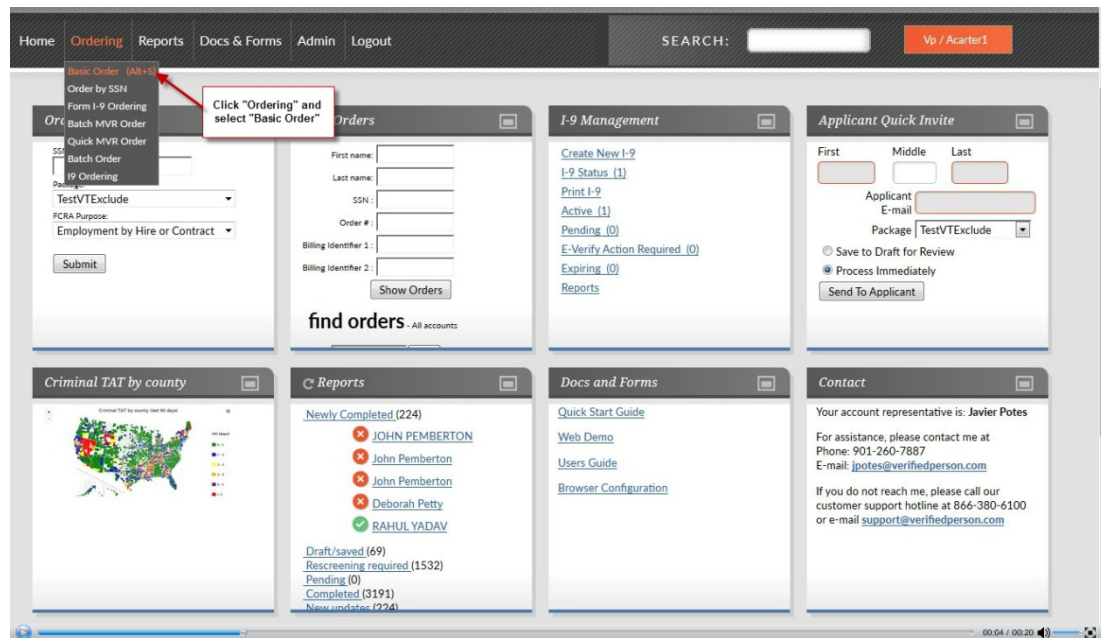
Return to Dashboard

Sign Out

Basic Ordering vs. Launch

Verified Person: Basic Order


- From the main view in Verified Person, click **Ordering**, and select **Basic Order**:
 - Choose Package
 - Enter candidate information
 - Enter request information (Verifications, single criminal jurisdictions, etc.)
 - Confirm authorization has been received from the candidate
 - Click **Submit Now**



SterlingONE: Launch a Screening Order


1. To submit an order in SterlingONE, access your newly created candidate profile, and click **Add Screening**.

Note: You may search for existing candidate profiles using the **Find a Candidate** field or via the **Records** tab.

 **Test Candidate**


[Edit Profile](#) | [Save to PDF](#) | [Print Report](#)

Candidate ID	31767202	Alternate Names	None on File
Date Added	Mar 14 2017 10:52 am	Email Address	testcandidate@test.com
Date Last Modified	N/A	Primary Phone Number	Not on File
Social Security Number	Not on File	Address	Not on File
Date of Birth	Not on File		
Start Date	Not on File		
Termination Date	Not on File		


 **Application History**

[Add Application](#)

Candidate has no application history

 **Ticket History**

Candidate has no ticket history

 **Screening History**

[Add Screening](#)

Candidate has no screening history

SterlingONE: Launch a Screening Order

2. Click the **Launch** button next to the desired package.

Note: If you do not see a needed package, your dedicated support representative can assist with having those created.

Add Screening Close X

+ Test Package Price: \$0.00 plus fees	Launch	Ticket
+ Employment Verification Price: Variable	Launch	Ticket
+ Reference Check Price: Variable	Launch	Ticket
+ Education Verification Price: Variable	Launch	Ticket

Additional products may be submitted for a candidate by launching a new report using available a la carte packages

SterlingONE: Launch a Screening Order

Test Package

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 given by the consumer. I certify that: 1) a clear and conspicuous disclosure was made to the consumer in a document consisting solely of the disclosure; 2) my order should not be processed before this written disclosure is received; 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 pertaining to Consumer Reports/Investigative Consumer Reports as defined in the Fair Credit Reporting Act as amended.

Candidate Profile

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"/>
<input type="checkbox"/> No Middle Name			
Alternate First Name	Alternate/Maiden Last Name		
<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"/>		
Current Address*	City	State/Territory	
<input type="text"/>	<input type="text"/>	Select State/Territory	
Previous Residence (optional) If providing a previous residence, you must include either (1) city and state or (2) zip code			
City	State/Territory	Zip Code	
<input type="text"/>	Select State/Territory	<input type="text"/>	

3. Complete all data, as required by the screening package. An asterisk indicates a required field. Click Continue.

Additional Required Information

Use the checkboxes to disable/enable a search. Disabling searches does not necessarily reduce the package price.

DMV Driving Records

* Indicates required field

Enter the candidate's information below.

<input checked="" type="checkbox"/> State/Territory*	Driver's License*
Select State/Territory	<input type="text"/>

Credential Verification

* Indicates required field

Enter the candidate's credential information below.

<input checked="" type="checkbox"/> Professional License/Certification Type*	License Status*
<input type="text"/>	Select
Professional License/ID #*	State*
<input type="text"/>	Select State

Reference Check

* Indicates required field

Enter the reference contact information below.

<input checked="" type="checkbox"/> Name of Reference*	Phone Number*	Email Address*
<input type="text"/>	<input type="text"/>	<input type="text"/>
Company Name	Relationship to Candidate	
<input type="text"/>	<input type="text"/>	

Continue

SterlingONE: Launch a Screening Order

4. Based on your candidate's Social Security Number (SSN) Trace history, SterlingONE will provide a list of alternate names (AKAs) that are associated to the candidate SSN. You will also be provided with an SSN Trace Result. **Note: Additional charges may be applied for AKA names submitted.**

Select AKAs to Search

Your package includes AKA searches at an additional cost of \$0.00 (plus fees) per AKA.

Total costs will be calculated and shown on the following page. You will be able to make changes before submitting your search for purchase.

Please check the boxes for the AKAs you wish to search, then click the **Continue** button below.

Primary Name	<input checked="" type="checkbox"/> Jonathan Smith
AKAs Found for This SSN	<input type="checkbox"/> JOHN SMITH

Check the box next to the AKA name to include them in the screening

ContinueEdit Search

SterlingONE: Launch a Screening Order - SSN Trace Results

Common SSN Trace Results:

Complete: Full name matches SSN:

- This requires no further action, the Social Security Number matches in the SterlingONE system and to the Candidate.

Complete: First name matches SSN:

- This result is noting that there are different last names associated with the candidates Social Security Number versus the last name provided. This requires no further action, you may proceed and order an alias if needed.

Complete: Last name matches SSN:

- This result is noting that there are different first names associated with the candidates Social Security Number versus the first name provided. This requires no further action, you may proceed and order an alias if needed. This is most common if your candidate abbreviates their first name.

Complete: Valid SSN, no record found candidate is under 23:

- This requires no further action, the candidate is under 23 with no address history associated with the Social Security Number.

Complete: Valid SSN, no record found:

- This requires no further action, the candidate does not have address history associated to the Social Security Number.

Complete: Identifiers found do not match candidate data:

- Name mismatch against SSN: Check the candidate's Social Security card. If the information entered is correct, you may bypass the error by checking the provided box and confirming you authorize Sterling Talent Solutions to proceed.

Complete: SSN provided does not comply with SSA formatting guidelines:

- The candidate's Social Security Number does not comply with SSA formatting guidelines and is not valid, please call your dedicated support team if assistance is needed.

SterlingONE: Launch a Screening Order - Review Your Order


5. Next you will be prompted to review your order. Here you may make changes before submitting the screening, if needed.


Click **Purchase** to complete your order.

Review Information

Package 7 Yr Criminal

Please review the package details below. To submit your purchase, click the **Purchase** button. To change any information, use the **edit** links.

Candidate Profile  [edit](#)

Name: Jonathan Smith
 **Complete:** Full name matches SSN.

Social Security Number: xxx-xx-3456

Date of Birth: 2/14/1975


Phone Number: (425) 259-1234

Email Address: test@tester.com

Address: 123 Test St
Everett, WA 98201

Previous Residence: Not Provided

Reference Code: 16

AKAs to Search  [add akas](#)

You have selected no AKAs to search

Criminal County Search (7-Year Address History)

Based on address history, the following searches will be performed on Jonathan Smith:

- Statewide — Washington
- On-Premise County — Fairfax County, VA

Purchase

Click the green pencil(s) to edit any information

SterlingONE: Launch a Screening Order - Confirmation Page

6. After purchasing, a confirmation page is displayed. This page will provide a Report ID and notification of any additional required action.

Confirmation

Candidate Jonathan Smith (6203125)

[Go to Candidate View](#)

Package DOT Verification

[View Report in Progress](#)

Date Submitted December 15, 2016

Your Report is now processing.

All email regarding this order will be sent to julie7vanek@gmail.com and jharder@talentwise.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 99133376**.

IMPORTANT: Additional Action Required

PLEASE NOTE: If your account is configured to send special releases to the applicant, please disregard this notice.

Certain components of your request require additional action on your part before they can be processed:

- FMCSA 3 Year Drug & Alcohol Verification — Please instruct the applicant to complete only the first section of this release. The remaining sections will be completed by the previous employer. [Sample Form](#)

Please have your candidate sign all required forms and return them to you. Forms may be uploaded electronically or faxed to SterlingONE (Attention: Authorizations) at 1.877.974.6150. When faxing, be sure to reference **Report ID 99133376** on your cover sheet. Keep originals for your records.

If you don't have an electronic version of the form available to you now, you may upload from your [Screen](#) tab by selecting **Attach Files** from the dropdown menu.

If the package includes any products that require a signed release to process, you will be prompted to upload the release form here

[Upload File for Dot Test](#)

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Viewing Reports

Verified Person: Viewing Reports

- To view pending and completed reports in Verified Person, click Reports.

The screenshot displays the Verified Person web application interface. At the top, a navigation bar includes links for Home, Ordering, Reports, Docs & Forms, Admin, and Logout. A search bar and a user profile indicator (Vp / Acarter1) are also present. A red arrow points to the 'Reports' link in the navigation bar, with a callout box stating 'Click "Reports"'. Below the navigation bar, the main content area is divided into several panels:

- Order By SSN:** A panel with input fields for SSN, Package (set to 'TestVTEExclude'), and FCRA Purpose (set to 'Employment by Hire or Contract'), with a 'Submit' button.
- Find Orders:** A panel with input fields for First name, Last name, SSN, Order #, Billing Identifier 1, and Billing Identifier 2, with a 'Show Orders' button and a 'find orders - All accounts' link.
- I-9 Management:** A panel with links for 'Create New I-9', 'I-9 Status (1)', 'Print I-9', 'Active (1)', 'Pending (0)', 'E-Verify Action Required (0)', 'Expiring (0)', and 'Reports'.
- Applicant Quick Invite:** A panel with input fields for First, Middle, and Last names, an 'Applicant E-mail' field, a 'Package' dropdown (set to 'TestVTEExclude'), and radio buttons for 'Save to Draft for Review' and 'Process Immediately', with a 'Send To Applicant' button.
- Criminal TAT by county:** A panel showing a map of the United States with color-coded regions representing different time-to-action (TAT) categories.
- Reports:** A panel titled 'Newly Completed (224)' showing a list of names with status icons: JOHN PEMBERTON (red X), John Pemberton (red X), John Pemberton (red X), Deborah Petty (red X), and RAHUL YADAV (green checkmark). Below this list are links for 'Draft/saved (69)', 'Rescreening required (1532)', 'Pending (0)', 'Completed (3191)', and 'New updates (224)'.
- Docs and Forms:** A panel with links for 'Quick Start Guide', 'Web Demo', 'Users Guide', and 'Browser Configuration'.
- Contact:** A panel providing contact information for Javier Potes, including phone (901-260-7887) and email (jpotes@verifiedperson.com), and a customer support hotline (866-380-6100) and email (support@verifiedperson.com).

The bottom of the screen shows a video player control bar with a progress bar and a timestamp of 00:04 / 00:20.

Verified Person: Viewing Reports

Reports

Filter/Search

Viewing Options

Report list - click on a name to view the report

Page 1 of 1, Row: 9 << 1 >> Go

Name	SSN	Status	Report Progress	New Update	Last Update	Order Date	User ID	Billing Identifier 1	Billing Identifier 2	Billing Identifier 3
COMPSON, QUENTIN	123-45-6789	PENDING		YES	02/05/2016	02/05/2016	acarter1-			
GATZ, JAMES		COMPLETE			01/28/2016	01/28/2016	acarter1-			
DAVENPORT, LUC		COMPLETE			01/28/2016	01/28/2016	acarter1-			
BARNES, JAKE	123-54-6789	COMPLETE			01/28/2016	01/28/2016	acarter1-			
TAGGART, DAGNEY	123-45-9876	COMPLETE			10/15/2015	10/15/2015	acarter1-			
SMILEY, GEORGE	111-11-1111	COMPLETE		YES	10/15/2015	10/15/2015	acarter1-			
MORAN, SEBASTIAN				YES	10/15/2015	10/15/2015	acarter1-			
FINCH, ATTICUS					10/15/2015	10/15/2015	acarter1-			
MONTAG, GUY	012-34-5678	NOT ORDERED			10/15/2015	10/15/2015	acarter1-			

Action for Selected Reports

Execute

Reset Form

☐ Customer Service Inquiry

☐ View/Print

☐ Archive

☐ Set Status to Reviewed

☐ Un-review

☐ Set employment termination date

☐ Print I9 Document

SterlingONE: Navigating the Screen Tab - Screenings

- In SterlingONE, all Pending and Completed reports are stored within your Screen tab > Screening sub-tab.
- SterlingONE reports are available for the lifetime of the account.
- By default, email notifications are sent to the requestor when a candidate report is complete.

Dashboard Applications **Screen** Tasks Records Reporting

Screening Tickets

Find a Candidate
Name or ID [Search]
Quick Launch [v]

Recently Viewed
☒ Test, Attachment
☐ Test, Attachment
☐ Test, Attachment
☐ Test, Attachment
☒ Upload, Test
☐ Upload, Test
☒ Candidate, Test
☐ Candidate, Test
☐ Smith, Jonathan

Announcements
Announcement: On August 25, 2016, the Office of Management and Budget (OMB), issued its approval of the final version of the new Form I-9. What does this mean for you? Click [here](#) to learn more about USCIS and employer timelines for implementing the new Form I-9.

Search Screening ☐ Show me new and updated reports only
 Select Saved Search... [v] **Save New Search** **Update Saved Search**

Report ID [] Last Name [] First Name [] SSN []

Advanced Search Options
☐ Altered results only
 Status [Any] Result [Any] Tag [Any] Start Date (m/d/y) [] End Date (m/d/y) []
 Package [Any] Searched by Account [Any] Codes [All] Title [All]
 Position [Any]
Search **Clear All**

Screening **Print** **Email** **Download in Excel Format** [?]
 Viewing Page: 1 | Items per Page: 10 30

Name	Package	Date Set	Status	Result	Action
Applicant, Test (95333446)	Verification Package - Coca Cola Demo	Aug 29 10:15 am By Coca Cola Demo	Complete Aug 29 10:20 am	Meets Criteria	[Action...]
Candidate, Demo (95333357)	Verification Package - Coca Cola Demo	Aug 29 10:15 am By Coca Cola Demo	Complete Aug 29 10:20 am	Does Not Meet Criteria - Review	[Action...]
Julie Test			Complete Aug 9 6:55 am	Clear	[Action...]
Applicant Report Contents			Complete Jun 7 2:46 pm	Clear	[Action...]

Julie Test
Applicant Report Contents
 1 Education Verification School: Everett High School **Complete** **Status** **Verified**

Screening **Print** **Email**

Viewing Page: 1 | Items per Page: 10 30

SterlingONE: Viewing a Candidate Report

- To locate a specific candidate report in SterlingONE, search for the report by Report ID, Last Name, First Name, or SSN. After locating the candidate report, click the magnifying glass icon or select **View Report** under the **Action** drop-down to view it.

Note: You may also search for existing candidate profiles using the **Find a Candidate** field or via the **Records** tab. Candidate profiles house all reports submitted for a single candidate.

The screenshot displays the SterlingONE 'Screening' interface. The top navigation bar includes 'Dashboard', 'Applications', 'Screening' (highlighted), 'Tasks', 'Records', and 'Reporting'. The left sidebar contains 'Screening' and 'Tickets' tabs, and a 'Find a Candidate' search field. The main content area features a 'Search Screening' section with filters for 'Report ID', 'Last Name', 'First Name', and 'SSN'. Below the filters is a table of screening results. A callout box highlights the 'View Report' option in the 'Action' dropdown menu.

Report ID	Last Name	First Name	SSN

Advanced Search Options [Search] [Clear All]

Screening 1 - 2 of 2

Name	Package	Date Searched	Status	Result
Candidate, Test (94686297)	United Demo - Verifications	Aug 9 6:53 am By Julie Harder	Complete Aug 9 6:55 am	Clear
Test, Julie (92779729)	Education Verification	Jun 7 2:44 pm By Julie Harder	Complete Jun 7 2:46 pm	Clear

Viewing Page: 1 | Items per Page: 10 30

SterlingONE: Viewing a Candidate Report

- You will be taken to the Report View page.
- The Report View header offers a high-level overview of the report's contents.

Test Candidate Candidate View

Applicant Report: Test Candidate

Requested by

Verifications Demo
Veggies Rock
(425) 259-1234

Package Title

United Demo - Verifications

**Header lists
submission details
and overall status**

Report Status

Complete

Request Submitted

Aug 9, 2016 6:53 am

Report Completed

Aug 9, 2016 6:55 am

Completion Time

2 minutes

Applicant ID

94686297

Applicant Name

Test Candidate

Social Security Number

xxx-xx-6789

Date of Birth

1/2/1995

**Sub-header lists
candidate-specific data**

Address

123 Test
Norcross, GA 30003

Reference Code

Seattle → Reception

Select an Action...

Select an Action...
Open PDF
Print Report
Email Report

**Action drop-down
offers report-level
options**

Applicant Report Contents

Complete

Status

1

[Employment Verification](#)
Employer: Test Employer

**Status of individual
report contents**

✓

Verified

SterlingONE: Viewing a Candidate Report

- Further down the Report View page, additional details are provided for each individual report component.

1 SSN Trace

SSN	xxx-xx-6888
State Issued	VIRGINIA
Primary Name Searched	TEST TESTER
	👍 No Data: Valid SSN, no record found.
Possible Alternative Names	No possible alternative names were found for this candidate.

2 Criminal County Search (7-Year Address History)Jurisdiction: Washington - Statewide

Search Type	FELONY AND MISDEMEANOR
Jurisdiction Searched	WASHINGTON - STATEWIDE
	The following counties were searched individually: King
Result	Alert 1 record found

Record 1 of 1

Court	SUPERIOR
Case Number	B5049314381XT
File Date	2005-08-15
Offense Type	CRIMINAL NON-TRAFFIC
Offense Description	CH1 - THEFT-1 OVER \$1500 (NOT FIREARM) CH2 - FORGERY
Disposition Date	2006-02-22
Disposition	CH1 - 2M JAIL WITH 30 DAYS CONV TO 240H COMM SVC. CH2 - DISMISSED
Subject Identifiers	NAME AND DOB

3 Multi-State Instant Criminal Check

Search Description	Using the candidate's name and date of birth, we have searched case, sentencing, disposition, and other criminal-related records for all available jurisdictions in the United States.
--------------------	--

A red Alert will indicate discrepancies or records found

Full details of criminal records are provided

SterlingONE: Viewing a Candidate Report

- Reports including Verifications (such as Employment, Education, References, and Credentials) will provide both the details as provided by the candidate and the final details as verified by Sterling Talent Solutions.

1 Employment Verification

Employer: Test Employer

Information Provided

Employer Name	Test Employer
Location	Everett, WA
Employee Name	Test Candidate
Job Title	Test
Dates Employed	1/2015 – 1/2016
Reason for Leaving	Other

Information Verified

Result	Verified
	Employer confirms applicant's employment
Employer Name	Test Employer
Location	Everett, WA
Employee Name	Test Candidate
Job Title	Test
Dates Employed	1/2015 – 1/2016
Reason for Leaving	Other

⚡ Status Notes

Click "Status Notes" to expand notes from the fulfillment team.

2016-08-09 06:55:19

Complete

Agent 4510356

Note: Verified test employer with HR

— END OF REPORT —

⌵ Reports History

⌵ Run Another Search on Test Candidate

Click "Run Another Search" to submit additional screenings for this candidate

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SterlingONE: Navigating the Screen Tab - Tickets

- All Pending and Completed tickets are stored within your Screen tab > Tickets sub- tab.
- Ticket history is available for the lifetime of the account.
- Tickets are set by default to expire after 5 business days, with a reminder email notification sent every other business day. The expiration and reminder notification timeframes can be changed per client request. Reminders can also be manually sent via the Action dropdown.
- Tickets can only be resent when in "New" status. Once "Open" Sterling can help you resend.

Dashboard Applications **Screen** Tasks Records Reporting

Screening **Tickets**

Find a Candidate
Name or ID

Recently Viewed

Veg, Test
Veg, Test
Veg, Test
Veg, Test

Search Tickets
Select Saved Search...
Ticket ID Last Name First Name Email Address

Advanced Search Options
Status Start Date (m/d/y) End Date (m/d/y)
Any
Sent by Account Reference Code
Any All
Position
Any

Ticket Status:
- **New:** Ticket has been sent but no action has been taken by candidate.
- **Open:** Candidate has clicked the link to the ticket but has not yet completed the data entry in full.
- **Filled:** Candidate has completed their ticket and it is awaiting review by Sterling Talent Solutions.
- **Processing:** Ticket has been reviewed by Sterling Talent Solutions and is now processing.
- **Expired:** Ticket has expired as candidate did not complete data entry within the client specified time.
- **Canceled:** The ticket has been canceled.

Tickets 1 - 10 of 24

Ticket ID	Name	Email Address	Package	Date Generated	Status
2356098	Candidate, Test	jvanek@talentwise.com	Credential Verification	Oct 5 11:03 am By Julie Harder	Filled
2354256	Candidate, Test	jvanek@talentwise.com	United Demo - Verifications	Oct 4 3:58 pm By Julie Harder	Open
2353256	Candidate, Test	demo@tester.com	Employment Verification	Oct 4 12:23 pm By Julie Harder	New
2343192	Ticket, Test	ticket@test.com	Employment Verification	Sep 29 1:12 pm By Veg Test	Canceled

Download in Excel Format
Viewing Page: 1 2 3 | Items per Page: 10 30
Action dropdown allows the ticket to be canceled or resent.

Announcements
Announcement: On August 25, 2016, the Office of Management and Budget (OMB), issued its approval of the final version of the new Form I-9. What does this

SterlingONE: Records Tab

SterlingONE: Navigating the Records Tab

- The Records tab > Candidates sub-tab offers a high-level overview of all candidates entered.
- Locate candidate profiles via the Find a Candidate search field, or via the Records tab. The Records tab allows you to search for candidates using an SSN.

The screenshot shows the SterlingONE interface. At the top, there's a navigation bar with 'Dashboard', 'Applications', 'Screen', 'Tasks', 'Records' (highlighted), and 'Reporting'. Below this, there's a sub-navigation bar with 'Candidates' (highlighted), 'Positions', and 'Documents'. On the left, there's a sidebar with 'Find a Candidate' (highlighted), 'Quick Launch', and 'Recently Viewed'. The main content area shows the 'Search Candidates' section with fields for 'Candidate ID', 'Last Name', 'First Name', 'SSN', 'Position', 'Date Range', 'From', and 'To'. Below this is a 'Candidates' table with columns for 'Name', 'Modified', and 'Latest Status'. A red box highlights the 'Find a Candidate' field, and a red arrow points to the 'View Details' link in the table.

Find a Candidate
Name or ID

Search Candidates
Select Saved Search... Save New Search Update Saved Search

Candidate ID Last Name First Name SSN

Position
Any

Date Range From To
Last 60 Days 01/13/2017 03/14/2017

Search Clear All

Candidates

Name	Modified	Latest Status
Candidate, Test (31767075)	Mar 14 10:40 am By Julie Harder	
Test, Julie (7515086)	Mar 8 6:33 am By Sterling Talent Solutions	DOT Verification Complete
Candidate, Test (6203125)	Feb 27 11:16 am By Sterling Talent Solutions	Auto-CCS Test Complete

Click "View Details" to open the Candidate Profile

SterlingONE: Navigating the Records Tab - Candidate Profile

Jonathan Smith Edit Profile | Save to PDF | Print Report

Profile header contains candidate data and can be edited

Candidate Profile contains all Ticket, Screening, and Onboarding history for a single candidate

Ticket History

ID	Application	Date Sent	Sent To	Status
2332191	Package 2 - SSN/CRIM/EDU/EMP /SEXOFF	Sep 26 '16 10:10 am By Two Men Demo	jvane@talentwise.com	Complete Oct 12 '16 10:15 pm

Screening History Add Screening

ID	Package	Date	Status
96307507	Package 1 - Default - SSN/CRIM /SEXOFF	Sep 26 '16 10:29 am By Two Men Demo	Complete Sep 26 '16 8:43 pm
96306777	Package 2 - SSN/CRIM/EDU/EMP /SEXOFF	Sep 26 '16 10:17 am By Two Men Demo	Complete Sep 26 '16 11:00 am

Additional screenings can be added via the Candidate Profile

Onboarding History Add Onboarding

ID	Package	Date	Status
93873615	Standalone Electronic Form I-9	Jul 13 10:24 am By Natasha Wilborn	Complete Jul 13 10:29 am
93308034	Electronic I-9	Jun 23 9:52 am By Natasha Wilborn	Complete Jun 23 10:54 am

Add Onboarding products like new hire forms and the Form I-9

Documents (1)

Document	Uploaded	File Size
Electronic Disclosure ElectronicDisclosure-20160926101309.pdf	Sep 26 '16 10:13 am	314 KB

PDF copies of completed EDAs and forms are available under Documents

Notes (0) Add Note +

Internal notes can be added by users

Log (13)

- Editing a candidate profile does not update existing or in flight reports.
- All ticket, screening, and onboarding history is available within a unique candidate profile and is visible for the lifetime of the account.
- Candidate documents, such as electronically signed disclosures and onboarding forms are also available.

SterlingONE: Navigating the Records Tab - Documents

- The Records tab > Documents sub-tab houses complete onboarding and Electronic Disclosure & Authorization (EDA) forms for all candidates.
- Documents are available for the lifetime of the account.

Dashboard Screen Onboard Tasks **Records** Reporting

Candidates **Documents**

Find a Candidate
Name or ID

Quick Launch

Recently Viewed
No items have been viewed

Search Documents

Select Saved Search...

Document Type

Candidate ID Last Name First Name SSN

Uploaded From (m/d/y) To (m/d/y) Uploaded by

Documents 1 - 6 of

Viewing Page: 1 | Items per Page: 10 30

Download ☐ **Select one or multiple documents to download into PDF**

Document	Candidate	Uploaded
<input type="checkbox"/> Electronic Disclosure ElectronicDisclosure-20160926101309.pdf	Smith, Jonathan (6354392)	Sep 26 10:13 am By TalentWise
<input type="checkbox"/> Electronic Disclosure Early Upgrade Request Form_4.26.2016.docx	Smith, Jonathan (6298207)	Sep 15 12:37 pm By TalentWise
<input type="checkbox"/> Electronic Disclosure ElectronicDisclosure-20160915105320.pdf	Candidate, Demo (6296847)	Sep 15 10:53 am By TalentWise

Open or save PDF copy

Reporting Capabilities

Reporting capabilities in SterlingONE include billing reports, TAT reports and invoices & statements, all within the SterlingONE user dashboard!

Verified Person: Reporting

- Users have access to the following reports in Verified Person:
 - Search Results
 - Search Results by Product Type
 - Subject/Applicant Information
 - Subject Alert

*Note: Invoices are not accessible within the Verified Person platform.

The screenshot displays the Verified Person platform interface. At the top, a navigation bar contains the following tabs: Home, Ordering, Reports, Docs & Forms, Admin, Logout, and Operations. A red arrow points to the 'Admin' tab, which is highlighted. Below the navigation bar, a red-bordered box contains the text: 'Click the Admin tab, and scroll down to the Management Reports section.' The main content area is divided into two sections. The left section is a large, empty light gray area. The right section, titled 'Management Reports', contains four report generation forms. Each form has a title, a 'Date range' dropdown menu, and two date input fields labeled 'from (including)' and 'to (including)'. The first form is titled 'Pending Individual report (csv) **'. The second is 'Search Result Report **'. The third is 'Search Results by Product Type Report **'. The fourth is 'Subject/Applicant Information Report **', which includes an 'Include account info?' checkbox that is checked. The fifth is 'Subject Alert Report **', which includes a 'Use completion dates instead of entry dates?' checkbox that is unchecked. Each form has a 'Create Report' button at the bottom.

SterlingONE: Navigating the Reporting Tab

- Based on View Rights and Products, users will have access to, some or all, of the following reports in SterlingONE:
 - Summary Report:** Number of applicants per month, Median TAT (turnaround time hours and days), and Criminal Hit Rate (%)
 - Turnaround Report:** Turnaround time by month and hour
 - Billing Report:** Detailed billing report of costs per candidate, including fees.
 - Invoices and Statements:** Monthly Invoices and Statements are accessible via your account!

Summary Report

View Report for: My Account and All Subaccounts | Billing Code: Any | Reference Code: All

Status Date: Select Date Range | From: mm/dd/yyyy | To: mm/dd/yyyy

Filters allow for specific reporting data

[Download in Excel Format](#)

All reports can be downloaded to Excel

Month	Number of Applicants	Median Turnaround (hrs)	Median Turnaround (days)	Criminal Hit Rate (%)
October 2016	0	0	0	0
September 2016	4	0.4	0	0
August 2016	0	0	0	0
Total: 4		Average: 0.13	Average: 0.00	Average: 0.00

SterlingONE: Navigating the Records Tab - Invoices and Statements

- Invoices are posted to your SterlingONE account on the 1st of every month.
- An invoice email notification is sent between the 7th and 10th day of each month.
- Invoices reflect the total month-end charges; Billing Reports break down costs per candidate.

The screenshot displays the SterlingONE Reporting interface. The top navigation bar includes Dashboard, Screen, Onboard, Tasks, Records, and Reporting (highlighted). Below the navigation bar, the 'Invoices and Statements' section is active. It features a 'Find a Candidate' search bar, a 'Quick Launch' button, and a 'Recently Viewed' section. The 'Invoices and Statements' section includes filters for Month, Billing Code, and Group By, with a 'Go' button. A callout points to the 'Current Balance' of \$189.80. Below this, a table lists items with columns for Date, Billing Code, PO Number, and Type. A callout points to the 'Billing Report' link. The bottom section shows the 'Billing Report' interface with filters for Month, Account, Grouping, and View. A callout points to the 'Orders - Detailed + Fees' option in the View dropdown. A red message states 'This period is closed and already billed.' Below this, a summary table shows the total base price, total additional fees, and monthly grand total.

Invoices and Statements

Month: - All - | Billing Code: - All - | Group By: - No grouping - | Go

Based on your statement balance, your current amount due at this time is **\$189.80**

■ View Statement (September 12, 2016)

Items 1 - 10 of 23

Date	Billing Code	PO Number	Type
August 31, 2016	D-1		Invoice
April 30, 2016			Invoice

Viewing Page: 1 2 3 | Items per Page: 10 30

Billing Report

Month: September 2016 | Account: My Account and All Subaccounts - jharder-test@talentwis | Grouping: None | View: Summary Only

Go

View Options:

- Summary Only
- Summary Only
- Orders - Basic
- Orders - Detailed
- Orders - Detailed + Fees

This period is closed and already billed.

Billing report can be adjusted to show detailed fees for each candidate

Summary	0 Orders
Total Base Price	0.00
Total Additional Fees	0.00
Monthly Grand Total	\$0.00

Adding a New User - Admin

Verified Person: Adding a User

- In Verified Person, clients can create new users by clicking the **Admin** tab, and clicking **Go** under the **Add Users** section.

The screenshot displays the Verified Person Admin interface. At the top, a navigation bar includes links for Home, Ordering, Reports, Docs & Forms, Admin, Logout, and Operations. A red arrow points from a callout box labeled "Click Admin" to the Admin tab. On the left, a "Contact" sidebar shows phone, fax, and email information. The main content area on the right contains several sections: "Company" with input fields for Company and User ID (showing "ogonzalez - Olivia Gonzalez") and "Go" buttons; "Applicant Portal" with links for Portal Setup/Configuration, Manage Outstanding Invitations, and Invitation Report (Spreadsheet); "Add Users" with a highlighted "Go" button; "Switch Users" with a Switch User link; "Password" with links for Change Your Password and Change Passwords for Other Users; and "Management Reports". A second red arrow points from a callout box labeled "Click Go under Add Users" to the Go button in the Add Users section.

Verified Person: Adding a User

- Next, complete the new user information and account options.
- Click **Submit**.

The form is titled "Verified Person: Adding a User" and is divided into three main sections:

- Access**: Contains fields for "User ID" (filled with "ogonzalez"), "Password" (filled with dots, with a note "Minimum of 6 alphanumeric characters"), and "Password (verify)" (empty).
- Requester Identifier / User Information**: Contains fields for "Name", "Title", "Address", "City", "State", "Zip", "Telephone", "Fax", and "E-mail" (with a note "Used for lost passwords").
- Account Options**: Contains checkboxes for "Administrative Privileges", "Login Enabled", and "Ordering Enabled", each with a note "Cannot be turned off for admin User ID.". It also has a dropdown menu for "What reports can this user view?" (set to "All Reports Viewable") and a checkbox for "Partial reports viewable" (checked).

SterlingONE: Navigating Admin - Adding a User

The **Admin** tab allows parent users to view existing subaccounts, create new users, and change existing user's report viewing rights.

1. To create a new user, click Create New.

SterlingONE™ Admin Screening Forms Help & Resources Julie Harder ▾

Dashboard << Home My Account User Settings Users **User List** Report Viewing Defaults Roles Account Configuration

User List

+ Create New Click to create new user

User ID	User Name	Roles	Email Address	Active	Report Viewing	Actions
16802857	Julie Vanek	User	jvanek-test@talentwise.com		Self Only	
16803289	Veg Test	User	Test.Veg@test.com		Self Only	
16807262	Julie Harder	User	jtest@talentwise.com		All	
16807264	Julie Vanek	User	julie7vanek7@gmail.com	Active	All	
16810818	Test Demo	User	julie7vanek@talentwise.com	Active	Self Only	
16812523	Veg Test Demo	User	jvanekpatient@talentwise.com	Active	Self Only	
16814954	CCS Test	User	CCS@test.com	Active	Self Only	

15 items per page 1 - 7 of 7 items

Update user view rights:

- **Billing Only:** User can only view Reporting tab to access invoices and billing report.
- **Self Only:** User can only see reports that they submit.
- **All:** User can see all reports submitted by any user.
- **None:** User can submit, but cannot see any reports or candidates.
- **Group:** If groups are setup, user can see reports submitted by other users within their group. Notify STS if you need to add a new user to a specific group.

SterlingONE: Navigating Admin - Adding a User

2. Complete required fields marked with an asterisk.
3. Click Create.

Once created, the new user will automatically receive a Welcome email with their login credentials.

The screenshot shows the 'New User' form in the SterlingONE Admin interface. On the left is a sidebar menu with options: Dashboard, Home, My Account, User Settings (expanded), Users (expanded), User List (selected), Report Viewing Defaults, Roles, and Account Configuration. The main content area is titled 'New User' and includes a 'Back to Users' link. The form is divided into three main sections: 'User Information', 'TalentWise Communications', and 'Company Information'. The 'User Information' section contains fields for First Name *, Last Name *, Phone Number *, Email Address *, and Report Viewing * (a dropdown menu currently set to 'Self Only'). The 'TalentWise Communications' section has a checkbox labeled 'Periodically, TalentWise sends industry news, free content, announcements, free event invitations and promotions via email. Check the box to the left to be included in these messages.' which is checked. The 'Company Information' section contains fields for Company Name *, Company Phone Number *, Website URL, Country * (a dropdown menu set to 'United States'), Address *, City *, State * (a dropdown menu set to 'Washington'), and Zip / Postal Code *. At the bottom of the form are two buttons: 'Create' (highlighted with a red box) and 'Cancel'.

Notification Settings - Admin

In the SterlingONE platform,
you can control a select set of
notification settings!

SterlingONE: Navigating Admin - Notifications

- Each user has access to adjust their general notification preferences:
 - Completed report notifications are sent to the requestor when the report is complete.
 - Notifications, by default, are sent to the user who submitted the request.
 - Post-Order Notifications alert the user when additional action is required, for example, when a release form is needed.

SterlingONE™ Admin Screening Forms Help & Resources Julie Harder ▾

General Notifications

Email Notifications

- ☒ Send email notifications (e.g., when my reports become available)
- ☐ Disable all report email notifications

Email Address for Notifications

- ☒ Single address for email notifications - jharder-test@talentwise.com
- ☐ Multiple addresses for email notifications

myname@example.com Add

Applicant Reports

For Applicant Reports containing more than one subreport:

- ☒ Notify only when the full Applicant Report is complete
- ☐ Notify as each subreport becomes available

Post-Order Notifications

- ☒ Notify me by email if additional action is needed
- ☐ Disable post-order notifications

Callouts:

- Disable Report & Post-Order Notifications (points to 'Disable all report email notifications')
- Send report notifications to multiple users. If "multiple" is selected, include your email as well. (points to 'Add' button)
- Choose to receive notifications when each subreport becomes available (points to 'Notify as each subreport becomes available')
- Disable Post-Order Notifications (points to 'Disable post-order notifications')

SterlingONE: Navigating Admin - Notifications

- Each user has access to adjust their status notification preferences:
 - By default, status notifications are turned off, however during account setup they may be enabled to send daily reports for all candidates over 72 hours old and include all candidates pending a release form.

SterlingONE™ Admin Screening Forms Help & Resources Julie Harder ▾

Dashboard << >>

Home

My Account ▾

Preferences ▾

General Notifications

Status Notifications

Application, Offer & Form

Invoice Email

Profile

Credit Card

Change Password

User Settings ⬆

Status Notifications

Daily Status Report ⓘ

- ☐ Send updates on requests older than 48 hours
- ☐ Send updates on requests older than 72 hours
- ☐ Send updates on requests older than 96 hours
- ☒ Don't send daily status reports

Update the report to include candidates older than a specific timeframe

Release Required Report

- ☐ Include Release Required report for all applicants
- ☐ Include Release Required report for all applicants older than 24 hours
- ☐ Include Release Required report for all applicants older than 48 hours
- ☒ Don't send Release Required reports

Choose to receive a list of candidates who are pending a release form

Email Address for Daily Status Report

- ☒ Single address for status reports - jharder-test@talentwise.com
- ☐ Multiple addresses for status reports

Send Daily Status Report to multiple users. If "multiple" is selected, include your email as well.

Screening Forms and Help & Resources

SterlingONE offers self-help resources via our Help & Resources page!

Verified Person: Navigating Screening Forms/Releases

- Accessing releases and forms in Verified Person:

The screenshot displays the Verified Person interface. At the top is a dark navigation bar with the following links: Home, Ordering, Reports, Docs & Forms, Admin, Logout, and Operations. A red arrow points from a text box to the 'Docs & Forms' link. The text box contains the instruction: 'Click Docs & Forms to access a list of available documents and release forms.' Below the navigation bar, a message states: 'To access any of the (PDF) documents below, simply click on the document name.' A box titled 'System Use' contains a list of document links:

- [Quick Start Guide](#)
- [Web Demo](#)
- [User Guide](#)
- [Applicant release form](#)
- [Consumer FCRA rights](#)
- [WA MVR Release Form](#)
- [NH MVR Release Form](#)
- [I-9 and E-Verify FAQs](#)
- [FCRA Summary of Rights](#)
- [PA MVR Release Form](#)
- [PR MVR Release Form](#)
- [PSP Driver Disclosure and Authorization](#)
- [New York Article 23-A](#)
- [New ADR Release - Puerto Rico](#)
- [Sample Disclosure Form](#)
- [Sample Disclosure Form - California](#)
- [Sample Authorization to Obtain Report](#)
- [Sample Pre-Adverse Action Letter](#)
- [Sample Adverse Action Letter](#)

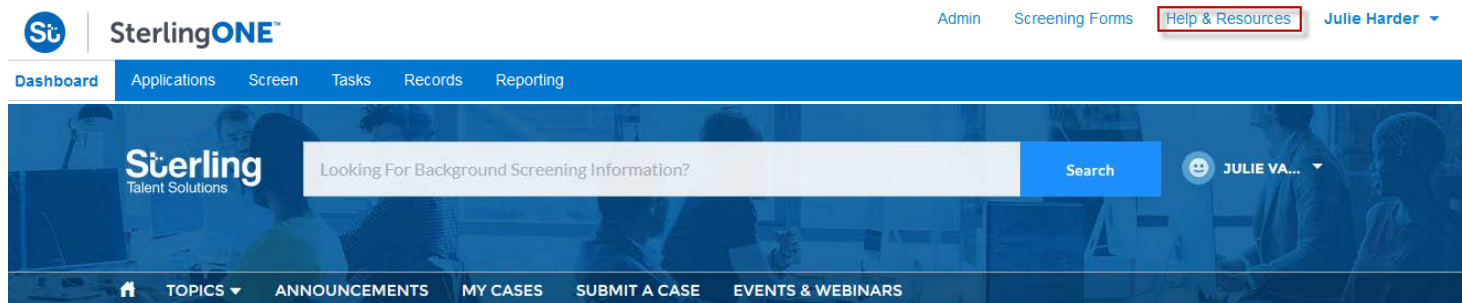
SterlingONE: Navigating Screening Forms

- In SterlingONE, the **Screening Forms** section of your Dashboard houses samples of Sterling Talent Solutions Pre-Adverse and Adverse Action letters or custom templates as outlined by your company.
- You will also find a link to Sterling Talent Solutions Terms and Conditions, and Privacy Policy.

The screenshot displays the SterlingONE dashboard interface. At the top, the SterlingONE logo is on the left, and navigation links for Admin, Screening Forms (highlighted with a red box), Help & Resources, and Julie Harder are on the right. Below the header is a blue navigation bar with links to Dashboard, Applications, Screen, Tasks, Records, and Reporting. Underneath this bar is a sub-navigation bar with links to Screening Forms (highlighted with a red box), Terms and Conditions, and Privacy Policy. The main content area is titled "Release and FCRA Documents" and "Pre-Adverse and Adverse Letters Templates". On the left side of this area is a "Find a Candidate" search box with a "Name or ID" input field and a search button. To the right of the search box is a list of templates: "Pre-Adverse TalentWise (html)" and "Adverse TalentWise (html)".

SterlingONE: Navigating Help & Resources

- The **Help & Resources** link gives you access to Sterling Talent Solutions extensive knowledge base at any time. Here you can get product and technical support, stay up-to-date with compliance issues, create and manage support cases, and learn more about SterlingONE.
- To access **Help & Resources**, click on the link in the upper-right corner of your Dashboard. A second tab will open.



WELCOME!

Welcome to the new Sterling Talent Solutions Community
Home to where you have real time information and solutions to your questions

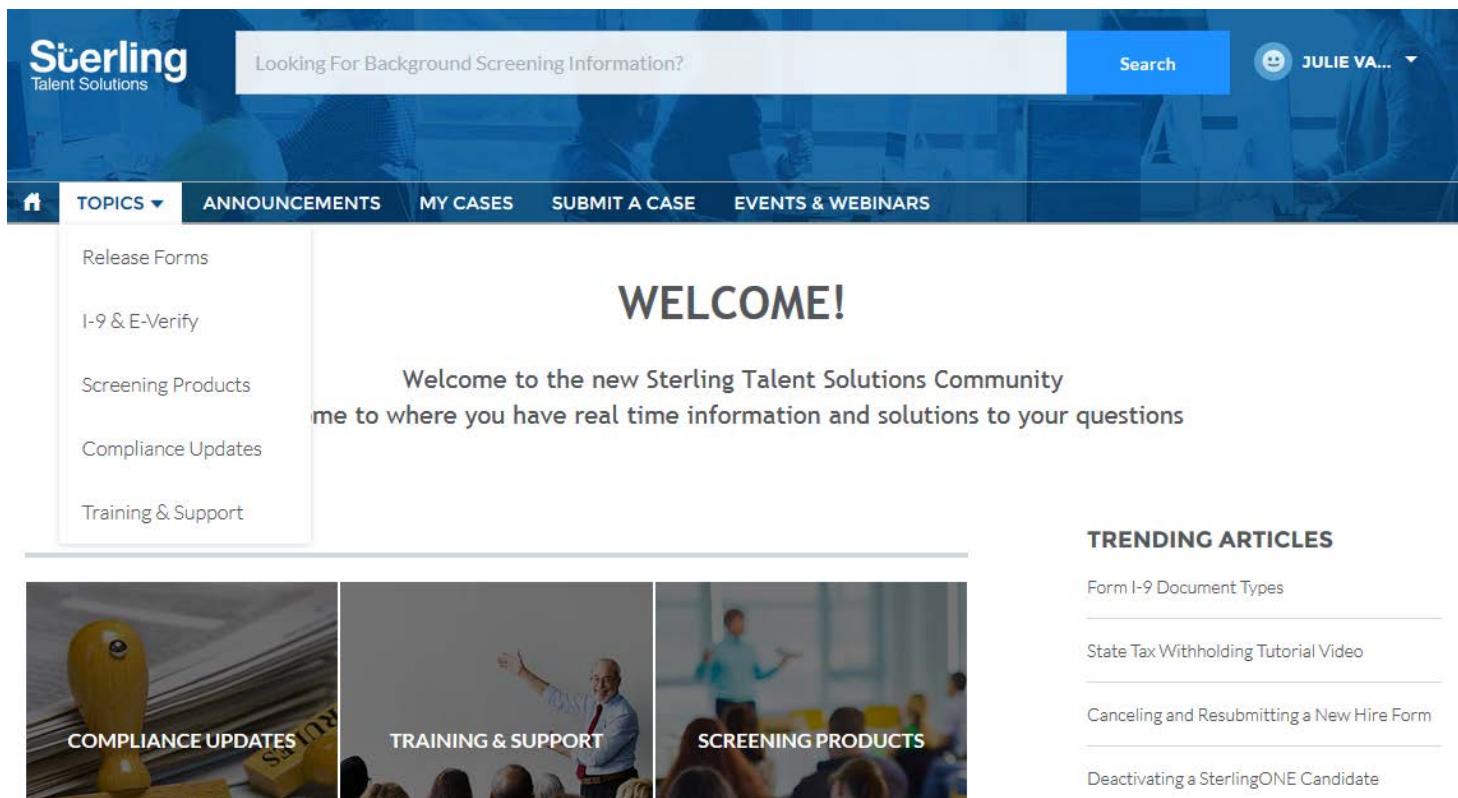


TRENDING ARTICLES

- Form I-9 Document Types
- State Tax Withholding Tutorial Video
- Canceling and Resubmitting a New Hire Form
- Deactivating a SterlingONE Candidate

SterlingONE: Navigating Help & Resources

- The search bar at the top allows you to search keywords and topics within the Help & Resources knowledge base. This is great if you have an idea of what you're looking for.
- The **Topics** tab lets you explore all of the areas within Help & Resources. You can browse articles relating to Product information, Training & Support, Release Forms, and Compliance information.



SterlingONE: Release Forms - Navigating Help & Resources

The screenshot shows the SterlingONE Talent Solutions interface. At the top, there is a search bar with the text "Release Form" entered. A red arrow points from a text box to the search bar. The text box contains the message: "All release form templates can be located in Help & Resources by searching for key words". Below the search bar, there is a navigation bar with links: "TOPICS", "ANNOUNCEMENTS", "SUBMIT A CASE", and "EVENTS & WEBINARS". The main content area shows the search results for "RELEASE FORM". The results are categorized under "ARTICLES" and "CASES". The "ARTICLES" section shows 5+ results sorted by relevance. A table lists four articles, each with a title, summary, article number, and published date. The first four articles are highlighted with a red box: "General Release Form", "Pennsylvania DMV Release Form", "Washington DMV Release Form", and "Canada Criminal Records Release Form".

STERLING
Talent Solutions

Release Form

Search

DO NOT ...

TOPICS ANNOUNCEMENTS SUBMIT A CASE EVENTS & WEBINARS

RESULTS FOR "RELEASE FORM"

ALL ARTICLES CASES

Articles

5+ Results • Sorted by Relevance

View More

ARTICLE TITLE	SUMMARY	ARTICLE NUMBER	PUBLISHED DATE
General Release Form	This article will provide details in regards to required i...	000001326	9/27/2016 4:29 PM
Pennsylvania DMV Release Form	This article will provide details in regards to required i...	000001307	9/27/2016 4:25 PM
Washington DMV Release Form	This article will provide details in regards to required i...	000001337	9/27/2016 4:31 PM
Canada Criminal Records Release Form	This article will provide details in regards to required i...	000001328	9/27/2016 4:29 PM

SterlingONE: Navigating Help & Resources - Tabs

Other helpful tabs on the Help & Resources main page include:

Announcements tab:

- Takes you to a page dedicated to SterlingONE System Updates.

My Cases tab:

- Will list all of your open support cases and their current status. To see case details, just click on the link to go to the case detail page. If you don't have any open support cases, this tab will be empty. Open cases can also be viewed at the bottom of the home page.

Events & Webinars tab:

- Will take you to a page where you can register for upcoming training, compliance, and informational webinars.

Additional Information:

- Trending Articles are shown to the right of the page.

SterlingONE: Navigating Help & Resources - Creating a Case

- There are many locations to create a case:
 - Under the My Cases tab, under the **Submit a Case** tab, or under the Trending Articles on the Home page.
- Cases will be routed to your dedicated Client Services POD.

[TOPICS](#) [ANNOUNCEMENTS](#) [MY CASES](#) **SUBMIT A CASE** [EVENTS & WEBINARS](#)

CREATE COMMUNITY CASE

Support Type

--None--

Case Detail

--None--

Issue Severity

Severity 4

Candidate Name

Report ID

Confirm

Complete all required fields:

- **Subject:** What the case is regarding.
- **Description:** A high-level description of your inquiry.
- **Support Type:** General or Technical
- **Case Detail:** Choose a category for your inquiry.
- **Issue Severity (Technical Cases Only):** On a scale of 1-5. 1 being critical, systems are down, and 5 being minor, functionality is missing.
- **Candidate Name & ID** are only required for the case detail of Candidate Inquiry.

Compliance

Minor experience changes on the SterlingONE platform help you be more compliant!

Compliance Experience Changes

- Additional information on these changes will be discussed on weekly Monday webinars with our Vice President of Compliance.

Details of the SSN Trace are not visible on the report

- In keeping with industry best-practices, address history will now be used solely as an internal pointer tool to locate possible alternative names and jurisdictions for court searches. This means that a candidate's address history will no longer be viewable to you on the background report. Both clients and screening companies run the risk of litigation if the information is provided in the context of employment screening.

Adverse Action must be manually initiated

- Based on laws in some jurisdictions and EEOC guidance, Sterling Talent Solutions does not score or rate a background check for a clients' applicant and then automatically send the Pre-Adverse action letter.
 - New York Fair Chance Act
 - Los Angeles Fair Chance Initiative
 - Equal Employment Opportunity Commission

Nationwide Database records will be validated at the court level

- Section 613 of the FCRA states that a consumer reporting agency must maintain strict procedures designed to insure that whenever public record information, which is likely to have an adverse effect on a consumer's ability to obtain employment, is reported, it is complete and up to date. Sterling validates all criminal records found in the Nationwide Criminal Database search in order to be compliant.

New products cannot be added to existing reports

- In order to ensure all reports are accurate and up-to-date, additional searches must be submitted within a new report and cannot be added to existing reports. All reports for a single candidate are consolidated under the Candidate Profile.

SterlingONE Simplifies Screening & Onboarding

The following slides will showcase additional features of the SterlingONE platform that you may have interest in post-upgrade.

We Understand the Complexity of Hiring

In talking to customers, they've told us that before using SterlingONE, their manual hiring processes were:

Inefficient for HR

- Less time for strategic tasks
- Hard costs in paper and shipping
- Substantial new hire replacement costs

Creating Compliance Risks

- Excessive human involvement vs. leveraging automation
- Difficult to keep up with current government forms
- Fines and audits can be extremely costly

Negatively Impacting the Candidate Experience

- "Administrivia" consumes time for new hires
- Less opportunity to engage with co-workers
- Affects first impressions of company culture

We've Created a Simpler Way to Screen and Onboard with SterlingONE

A Unified Hiring Process on a Single Platform!

Increases Efficiency

- All the paper associated with hiring disappears
- The use of phone, fax, and overnight mail are no longer necessary
- The entire process could be managed using one solution from a single vendor

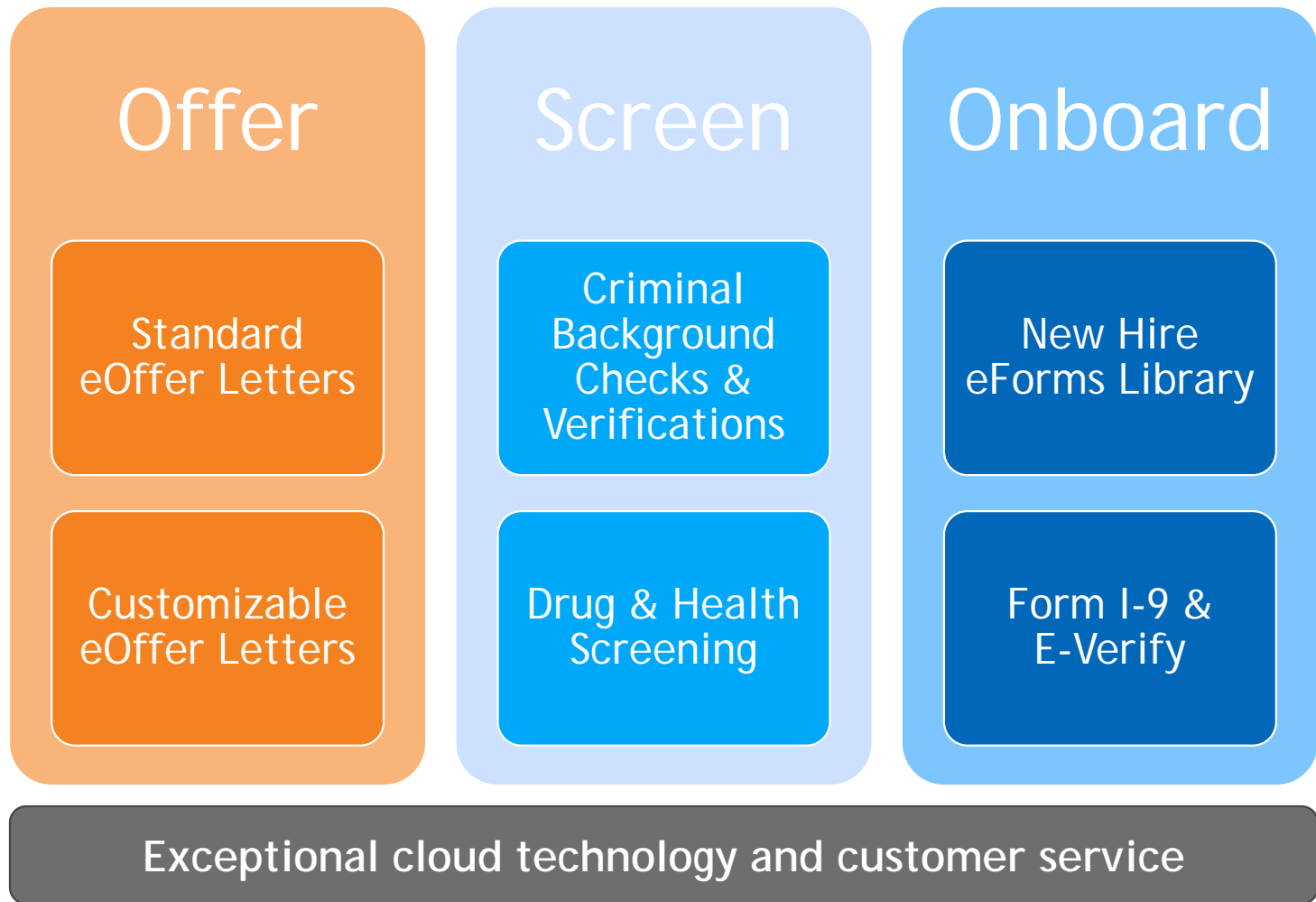
Reduces Compliance Risk

- State tax forms and I-9 are monitored and updated as changes are implemented

Creates an Awesome Candidate Experience

- Candidates can complete their new hire paperwork electronically via a secure candidate portal from the convenience of their home and before day one

SterlingONE Optimizes Your Hiring Workflow



Bundled Solutions Designed to Meet Your Needs

Integrations	SterlingONE Admin	Criminal Background Checks & Verification	Drug & Health Screening	Candidate Portal	Workflows	Candidate Questionnaire	I-9 and E-Verify	New Hire Forms	State Tax Withholding Forms	Custom Forms	eOffer Letter
SterlingONE Essentials											
SterlingONE Essentials Plus											
SterlingONE Ultimate											

SterlingONE Electronic Forms

eForms Library for Streamlined Onboarding:

- eOffer Letters
- Government Forms:
 - Electronic Form I-9 and E-Verify
 - W-4/W-9
 - EEO Form
 - Over 120 State Tax Withholding Forms
- Corporate Forms:
 - Direct Deposit Authorization
 - Emergency Contact Form
- Supplemental Hiring Documents:
 - Your company's unique health, dental, life, disability, 401K enrollment, corporate policies, etc.

Complete Criminal Locator Add-on

Our Complete Criminal Locator, which includes Locator Select, provides the highest level of confidence you need for a safer, more secure workplace.

How does it work?

We use your candidate's SSN to run an SSN Trace to identify ideal locations to search, scouring thousands of data sources and over 34 billion addresses across the U.S.

Next we run an Enhanced Nationwide Database Search using the candidate's Name and DOB to scour thousands of aggregated sources, further expanding the list of criminal record search locations.

With Locator Select - our proprietary solution, we search over 2,000 booking and incarceration sites and validate with primary source data from county courts, over 75% of which are automated.

The result? Up to 23% more criminal records identified than our competitors. In fact, for every 1 in 3 applicants with a criminal record, we find at least 1 more conviction.

Welcome to SterlingONE!

If you have any questions or concerns, please contact your dedicated Client Services POD or CSE.



Confidential and Proprietary Information Statement

It shall be agreed by the recipient of the document (hereafter referred to as “the other party”) that confidential information disclosed by Sterling Talent Solutions through its documents shall be retained in confidence by the other party, and its respective employees, affiliates and/or subsidiaries, pursuant to the following terms and conditions:

Confidential Information

For the purpose herein, the term “Confidential Information” shall mean the following:

Any information, know-how, data, process, technique, design, drawing, program, formula or test data, work in process, business plan, sales, suppliers, customer, employee, investor or business information contained in a document, whether in written, graphic, or electronic form; or

Any document, diagram, or drawing which is either conspicuously marked as “Confidential”, any document, diagram, or drawing which, given the nature of the information and/or the circumstances of disclosure, is known or reasonably known by the other party to be confidential, or is of a proprietary nature, and is learned or disclosed in the course of discussions, demonstrations, or other collaboration undertaken between the parties.

The other party shall protect the Confidential Information using the same degree of care in safeguarding the Confidential Information it uses for its own confidential information of like importance, but in no event less than reasonable care.

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