

User Guide

Asurint Background Screening Services

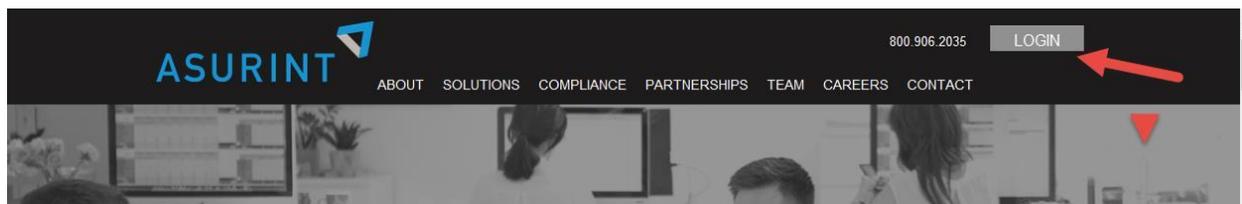
Asurint Customer Service
800.906.1674
support@asurint.com
www.asurint.com

ASURINT USER GUIDE

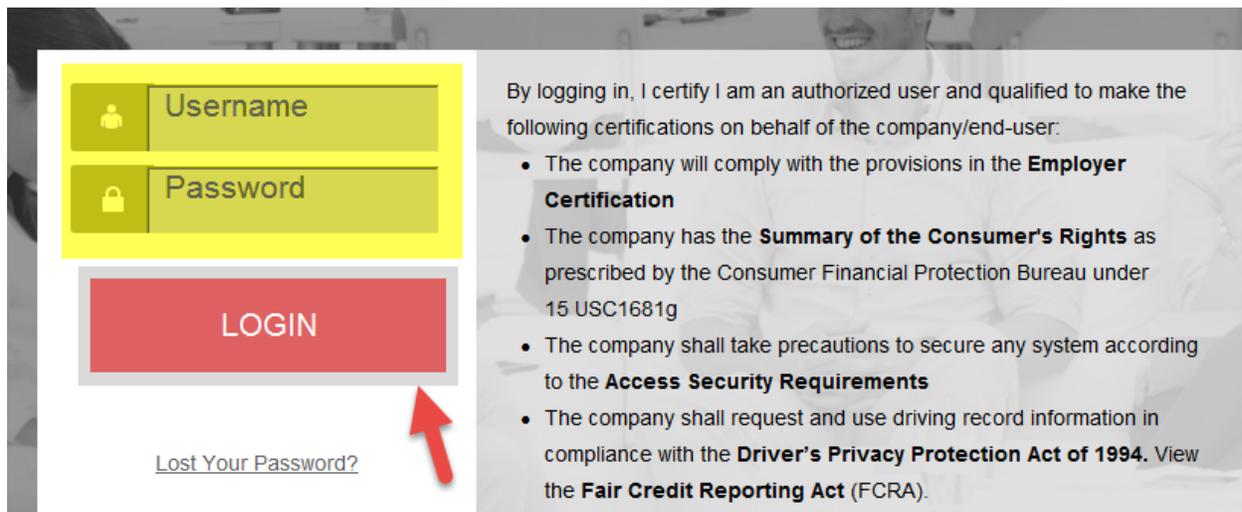
SUBMITTING A SEARCH

Log on to Asurint

1. Using Internet Explorer, go to www.asurint.com.
2. In the upper right corner, click the **LOGIN** button.



3. Enter your user name and password.
4. Click the **LOGIN** button (or press the **Enter** key).



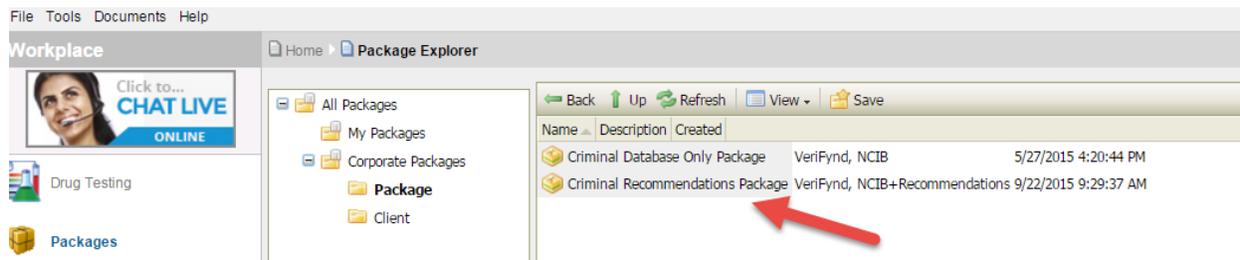
Asurint will support system functionality on both Windows and OS X Mac with the most up-to-date version of the following browsers:

- Internet Explorer - 8 and above
- Safari - 6.1.6 and above
- Chrome – current version
- Firefox – current version

Submitting Your Request via the Asurint Website

The *Package Explorer* screen display. To begin your search:

1. Select the package.



The *iQ Report Wizard* screen displays. Based on the package search criteria, required fields display in red font.

1. In the **Social Security Number & Confirm Social Security Number** fields, enter the candidates social security number (SSN).
2. The **Intended use** dropdown *Application Verification Only* is pre-selected for you. You do **not** have to change this selection.
3. In the **Email Addresses** field, enter the candidates email address. If no email address is available, select the **I do not have an Email Address** checkbox.
4. Depending on your account settings, the Reference Number 1 and 2 fields may be required. If not displayed in red, feel free to utilize these fields for tracking purposes.

Begin Your Search

Social Security Number: **Confirm Social Security Number:** **Date of birth:**

Intended use:
Application Verification Only

Search Options

First name: Middle name: Last name:

Phone Number: **Email Address:** I do not have an Email Address

Reference Number 1: Reference Number 2:

Driver's License State: Driver's License #:

DPPA Purpose Code: None specified

Under the Search Types section, if the package settings allow, you can add additional products to the order by selecting the checkbox next to the product name. This is not required and should only be used if required by the client to complete a background check.

Search Types

<input checked="" type="checkbox"/> VeriFynd (Nationwide)	<input type="checkbox"/> International Criminal
<input checked="" type="checkbox"/> Criminal	<input type="checkbox"/> Patriot Act Search
<input type="checkbox"/> Employment Credit Report	<input type="checkbox"/> Federal Criminal (Nationwide)
<input type="checkbox"/> Credit Report (Tenant Screening) (Nationwide)	<input type="checkbox"/> Federal Civil (Nationwide)
<input type="checkbox"/> Employment Verification - Premium (Nationwide)	<input type="checkbox"/> DOT Employment Verification - Premium (Nationwide)
<input type="checkbox"/> Motor Vehicle Records	<input type="checkbox"/> FACIS
<input type="checkbox"/> CDLIS Report (Nationwide)	<input type="checkbox"/> Professional License (Nationwide)
<input type="checkbox"/> Civil	<input type="checkbox"/> Professional Reference (Nationwide)
<input type="checkbox"/> Education Verification - Premium (Nationwide)	<input type="checkbox"/> Personal Reference (Nationwide)
<input type="checkbox"/> I-9 Employment Verification (Nationwide)	<input type="checkbox"/> Workers Compensation Search (Nationwide)



5. Click the **Continue** button.

The *Subject information* screen appears. The information returned (names, date of birth and address history) matches the SSN you entered based on credit history. We recommend selecting checkboxes to avoid mistakes in data entry, however if the information returned does not match or no information returns (typically occurs with younger applicants) you can manually enter the information as outlined below..

6. In the **Gender** dropdown, select your applicant's gender.

Social Security Number: 

Gender: required

[Add Address](#)

If you do not see a required address listed below, you may add additional addresses by selecting the "Add Address" link above.

Note: Please ensure the **subject's current address** is properly selected in the addresses listed below. This will be used in creating search recommendations.

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

Criminal Database Only Package



7. Select the outer-left checkbox next to the current name that matches your candidate.
8. If applicable, the candidate's alias name(s) will automatically select. **Note:** Based on user settings, you can deselect alias names, however this is not recommended.
9. Select the checkbox next to the date of birth that matches your candidate.
10. The most recent address on file for your candidate is automatically selected. If this is not the most current address, select the checkbox next to the address that matches your candidate.
11. Click the **Continue** button.

 The current address is indicated in **bold blue** text.

1.) **JENNIFER APPLESEED**

1234 EUCLID AVE, CLEVELAND, OH 44115-1234 (3/1/2014)

8500 PENA BLVD, DENVER, CO 80249-6340 (1/1/2010)

2/14/1980 (Approx. Age: 34)

2.) **JENNIFER KIWI**

281 LANE AVE, COLUMBUS, OH 43210-2222 (1/1/2014)

1278 9TH ST, CLEVELAND, OH 44113-2345 (11/1/2013)

1234 EUCLID AVE, CLEVELAND, OH 44115-1234 (10/1/2013)

1539 1ST ST, NAPA, CA 94559-2222 (1/1/2003)

2/14/1980 (Approx. Age: 34)



If the name selected did not contain a middle name or initial, you will be prompted to provide a middle name or initial OR advise no middle name information is available.

Middle Name Confirmation

Middle name is required. Please select an option below.

Provided Middle Name:

If the name or date of birth of your candidate does not display, you can enter the information in the corresponding text boxes.

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

Criminal Database Only Package

If the address of your candidate does not appear, click the **Add Address** link above to manually enter the information.

The *Order Summary* page appears. This page displays all names and products being ran along with the total price of the order.

12. Click on the **Finish** button.

Requested Products

APPLESEED, JOHN Q		DOB: 9/26/1974			
		Price	Court Fee	State Fee	Total
<input type="checkbox"/>	JJ - 7 Yr Unlimited Criminal Recommendations Pkg (Nationwide)	\$1.00			\$1.00
<input checked="" type="checkbox"/>	VeriFynd	\$4.25			\$4.25
<input checked="" type="checkbox"/>	National Criminal Information Bureau (Nationwide)	\$10.00			\$10.00

BUNYON, JOHN PAUL		DOB: 9/26/1974			
		Price	Court Fee	State Fee	Total
<input checked="" type="checkbox"/>	VeriFynd	\$4.25			\$4.25
<input checked="" type="checkbox"/>	National Criminal Information Bureau (Nationwide)	\$10.00			\$10.00

Grand Total:

The *Order Completed* screen appears confirming your order is processing and summarizing the details of the order.

Package: Criminal Database Only Package

Request Date: 3/8/2016
Reference 1:
Reference 2:

Thank you for your order. You may check the status of your order by going to the Report Explorer for the subject(s) below.

Ordered Searches

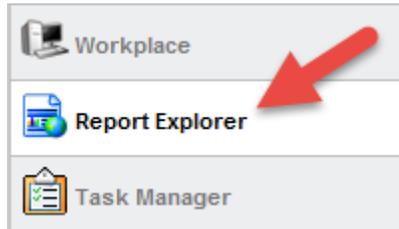
APPLESEED, JOHN Q view report		DOB: 9/26/1974	
DESCRIPTION		TURNAROUND	PRICE
JJ - 7 Yr Unlimited Criminal Recommendations Pkg (Nationwide)			\$1.00
National Criminal Information Bureau (Nationwide)		Instant	\$10.00
VeriFynd		Instant	\$4.25
IQR Level I (Nationwide)		24 Hours	\$0.00
IQR Level II		48 Hours	\$0.00

BUNYON, JOHN PAUL view report		DOB: 9/26/1974	
DESCRIPTION		TURNAROUND	PRICE

Reviewing Reports

To review reports:

In the left navigation menu, click the **Report Explorer** icon.

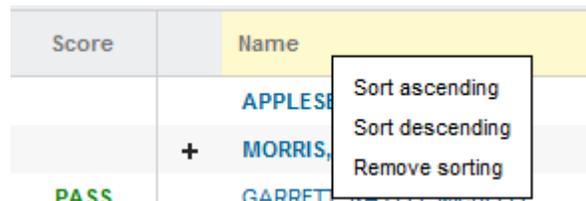


Based on your user permission, you can see only your orders or all orders within the company. To view all users order, in the upper right corner of the page, select **All Users** from the **User** dropdown.

You can search for orders by either candidates last name, SSN or the order ID. To change the search criteria, click the magnifying box next to the search text box.



The columns in the grid view are all sortable in ascending or descending order. If you right-click on a column header, you can select a sort option.



You can hover over the report icons and text will display explaining the icon status.

	Indicates the order is closed, but there is derogatory information is on the report. Order is scored with a REVIEW.
	Order is still open.
	Order is closed and no records were found. Order is scored with a PASS.

You can click either on the name or the order ID to view the report.

Status	Score	Name	Package Name	SSN	User	Order	Ref 1	Ref 2	Ordered	Expected
Open	PASS	+ APPLESEED, JOHN Q	Criminal Database Only Package	XXX-XX-XXXX	jacobsendemo	500079497			3/8/2016	3/9/2016
Open	PASS	+ APPLESEED, JOHNNY	Criminal Database Only Package	XXX-XX-XXXX	jacobsendemo	500079468			3/6/2016	3/10/2016

In the summary information section, you can check the status of each product on the order. To check the notes on the progress of an order, click the **View** link in the *Notes* column.

Any notes from the researcher regarding delays with the search show in the **Order Notes** section.

California County Court Criminal (Napa, CA) Order ID: 12977962-4

Order Details Note: Add Note Request update on this order.

Subject: JENNIFER APPLESEED Holiday Schedule
 SSN: 222334444 9/1/2014 Labor Day
 DOB: 2/14/1980
 Order Date: 9/23/2014
 Expected Date: 9/26/2014
 ETA Date:
 Status: Processing

< September 2014 >

S	M	T	W	T	F	S
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4
5	6	7	8	9	10	11

Order Notes:

Date / Time	Status	Notes
9/23/2014 1:40:52 PM	Processing	(Asurint) Request submitted for processing.

[Close Window](#)

To print or PDF the report, in the top navigation bar of the order, click the **Print** icon. You can print/PDF the entire report or specific section by selecting/deselecting the checkboxes next to the report sections.

Print Attachments Go Back

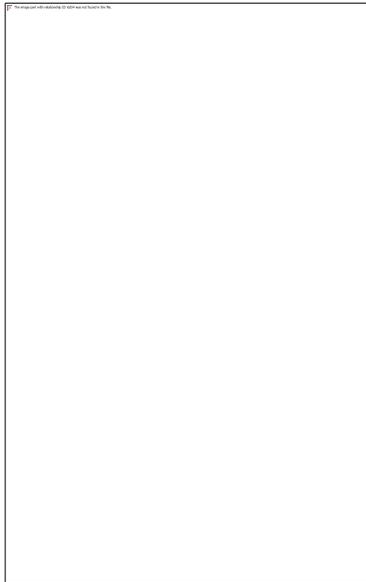
Print Setup
Select Sections To Print:

- Search Information
- Summary Information
- Scores
- Notes
- VeriFynd
- National Criminal Information Bureau

To locate archived reports:

You have full historical access to all ordering activity. Based on your account settings, orders will funnel into the archive folder after a specified number of days.

1. While in Report Explorer, click on the **Archive** folder to the left.



2. In the search fields, input only **ONE** of the search criteria: **First Name/Last Name, SSN, or Order ID**. If you do not have any of those available, you can input/populate dates in the **Ordered Between** fields.

3. Click the **Find** button.

Archive

First Name: Last Name:

SSN:

Order ID:

Ordered Between: and

Find

Scoring Reports

Once you have assessed the results of the order, you can manually score the report by clicking the Scoring **Matrix** icon.



1. In the scoring status dropdown, select your score. To the immediate right, you can input scoring remarks in the **Remarks** field.
2. Click **Finalize Scoring**. If you also want to send a scoring email notification to the user that originally submitted the order, click **Send Email**.
3. Click the **Save** button.

The selected score is now time-stamped on the order directly below the Summary Information section. It also displays in the **Score** column of Report Explorer,

History		
User	Date/Time	Status
JMoran	11/17/2014 11:12:03 AM	FAIL
<i>Remarks:</i> Does not meet client's requirements.		

Reports

Selected: Archive, Print, Score

Page 1 of 5

	Status	Score	Name
<input type="checkbox"/>	Closed	FAIL	CARTER, DAVID A
<input type="checkbox"/>	Closed		CARTER, DAVID A
<input type="checkbox"/>	Open		+ NICHOLS, VICTORIA LYNN
<input type="checkbox"/>	Open		+ WILLIAMS, CHARLES

Warnings and Error Messages:

Duplicate Search Notification

If a candidate already has an order in the system processed within the last 90 days by any user, using any package the notification below displays. You can choose to continue process the search or stop the process and confer with the other user.

Warning

The subject that you have entered was previously searched by your company.

Order Date	Order Id	Subject Name	Ordered By	Status	Package
9/23/2014	12977962	APPLESEED, JENNIFER	Brian Buchanan	Pending	UNLIMITED ADDRESS PACKAGE

Do you wish to continue processing this search?

Invalid Social Security Numbers:

If the following message appears after entering a SSN, follow the steps below:

The SSN provided has not been issued by the Social Security Administration please verify your information.

1. Verify that the SSN is correct (not a mistype).
2. If it is correct, verify by viewing the applicant's social security card.
3. If the number is entered correctly and the message above is still returned, please contact Client Relations at 800.906.1674.

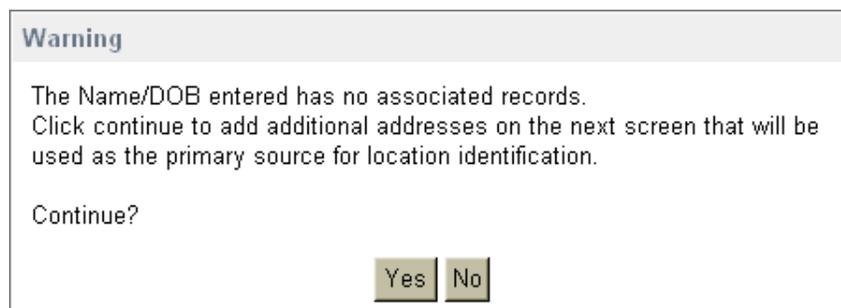
Unverified Social Security Numbers:

The following message appears after entering an SSN, if you have a younger applicant with no address history associated with their SSN or the applicant's current address is not listed. To resolve, follow the steps below.

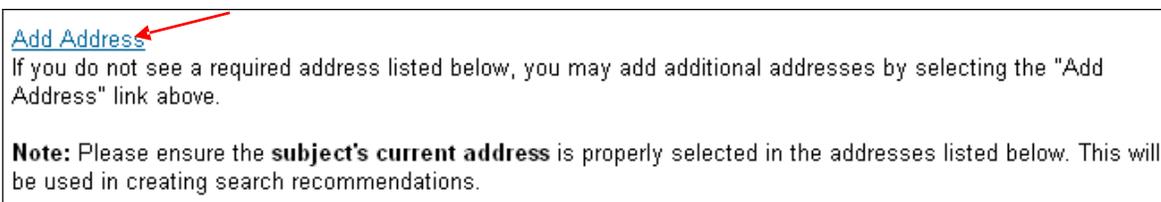


1. Click the **OK** button.
2. Verify that the SSN is correct (not a mistype).
3. Enter the Name and Date of Birth into the appropriate fields.
4. Click the **Continue** button.

The following warning message may appear:



5. Click the **Yes** button.
6. Click the **Add Address** link to enter a current address.
7. Click the **Add Address** button.



Add Address

Address: **Current Address**

City: **City**

State: **State**

Zip Code: **Zip Code**

Year: []

Add Address Cancel

For additional information on submitting searches please contact Asurint Client Relations at 800-906-1674 or email us at support@asurint.com

Thank you for using Asurint for your screening process!