

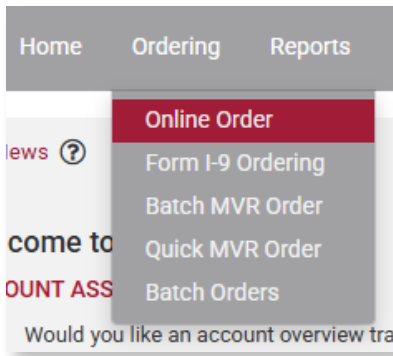
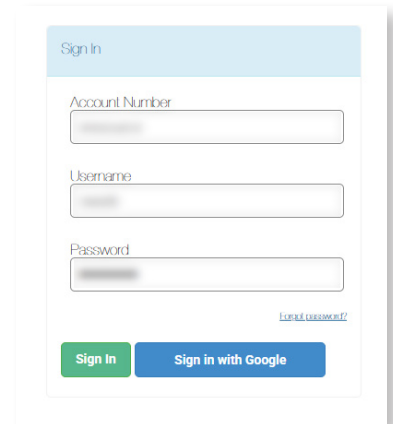


## Logging In

You'll receive three emails from [orders@onesourcebackground.com](mailto:orders@onesourcebackground.com) that include:

- Your account number, user ID, email address, and Client Portal URL
- Temporary password
- Links to our Client User Guide, Document Library, blog, and support page

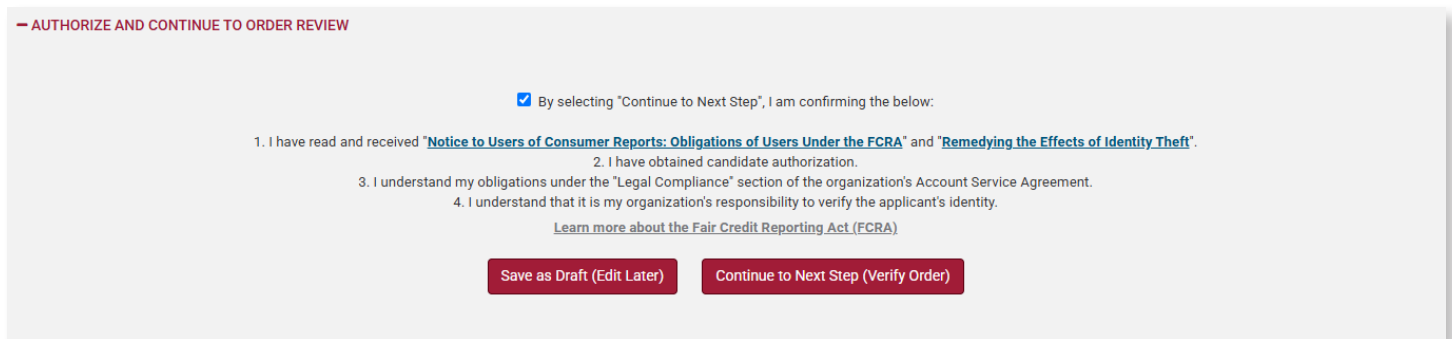
Click on the [Client Portal](#) link and log in using your account number, username, and temporary password. Here you will be asked to set a new password and authentication with an authorization code sent to your email.



## Ordering Background Checks

Switch to your ordering account using the dropdown on the right side of the menu bar. Next, select **Ordering** from the menu and **Online Order**. Apply your desired package from the dropdown menu and any additional products, then enter the required applicant information.

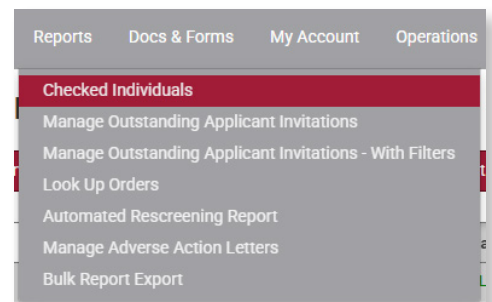
When finished, check the box acknowledging end-user responsibilities and click **Continue to Next Step (Verify Order)**. Review the order, and if any information is incorrect, click **Go Back** to correct the data and resubmit. If the information is correct, click **Submit Now** and confirm your order.



## Viewing Reports

Switch to your standard account before selecting **Reports** from the menu and **Checked Individuals**. Here you can view and filter all reports that are:

- Pending
- Under Review
- Complete
- Archived



## Process Summary

An organization must follow these key steps to obtain a background report on an applicant/employee:

1. If applicable, organization provides applicant/employee with a written disclosure (available in the [online portal's document library](#)) stating they will be the subject of a background report. Applicant/employee reviews disclosure and signs Authorization form.
2. Organization collects completed Authorization form, if applicable, from applicant/employee and keeps on file for at least five (5) years from the date of termination.
3. Organization uses information to request background report from One Source on the applicant/employee.
4. One Source completes background report and notifies organization when completed via email from [orders@onesourcebackground.com](mailto:orders@onesourcebackground.com).
5. Organization reviews completed background report and determines if any information will adversely impact it's decision. If no adverse impact results from information in the background report, organization proceeds with other steps in the employment/placement process.

### Pre-Adverse & Adverse Action Steps (if necessary)

Employers must only complete these steps if **Pre-Adverse Action** occurs under the permissible purpose of employment:

1. If organization is considering an adverse employment action based in whole or part on information in the background report the organization must
  - a. Notify applicant/employee using the Pre-Adverse Action Letter link on the completed report.
  - b. Provide a copy of the background report to the applicant/employee.
  - c. Provide "A Summary of Your Rights under the Fair Credit Reporting Act" to the applicant/employee using the link on completed report.
  - d. Wait a reasonable amount of time, typically five (5) business days, for a response.



2. If applicant/employee disputes any information in the background report, they file a disputes with One Source at [onesourcebackground.com/applicant-disputes](https://onesourcebackground.com/applicant-disputes)
3. One Source re-investigates any disputed items of information. If the information is updated, an amended report is sent to the organization and applicant/employee.

4. Employer reviews updated report and makes a final decision. If the decision is adverse, Use the **Adverse Action Letter** link on the completed report to send the notice to the applicant/employee.

If applicant/employee provides new information and an adverse decision is still made, employer follows up with **Adverse Action steps**:

1. Employer prepares the final notice to include
  - a. A clear statement that the decision is based (in whole or in part) on the background check.
  - b. The name and contact information of the background screening company.
  - c. A statement that the screening company did not make the hiring decision.
  - d. A reminder of the candidate's right to dispute the report's accuracy with the screening company.
2. Employer delivers the final Adverse Action Notice to applicant/employee and keeps records on file for at least five (5) years from the date of action taken.

## Additional Information

For more information on end-user responsibilities and identity fraud, refer to the documents **Notice to Users** and **Remedying the Effects of Identity Theft** provided during account setup and in the [online portal's document library](#).

## Frequently Asked Questions

### Do applicants need to sign a release form before conducting a background check?

In order to stay compliant with the Fair Credit Reporting Act and your One Source Client Service Agreement, you must obtain a signed release form from the applicant before ordering your background check.

### How do I correct data entry or a service selection error after submitting an order?

Connect with a member of our Client Relations Team using our online [support form](#), by phone at 800.608.3645 option 1, or by email at [cr@onesourcebackground.com](mailto:cr@onesourcebackground.com).

### How do I receive the results of the background reports I have requested?

A password-protected hyperlink will be emailed to you when the report is complete. To view results in the online portal, read the "Viewing Reports" section in this guide.

### Can I provide applicants a copy of their background check report?

Yes. Results can be shared with the applicant via PDF download from the Checked Individuals list. Applicants can also use the online [Report Request Form](#) to request a copy themselves.



## Resources

### [Additional FAQs](#)

Includes additional frequently asked questions not included in this guide.

### [Court Fees](#)

Keep up to date on changing court fees throughout the country.

### [Document Library](#)

Download the forms and documents your team needs for fast and effective screening.

### [Industry News](#)

Keep up with background screening compliance through these monthly updates.

### [Our Blog](#)

Review relevant HR and background screening topics.

### [Tools](#)

Resources to enhance your One Source experience.



## Contact Us

Phone: 800.608.3645, option 1

Live Chat in the online Client Portal

Account Support  
[cr@onesourcebackground.com](mailto:cr@onesourcebackground.com)

Applicant Inquiries  
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Billing & Invoicing  
[accounting@onesourcebackground.com](mailto:accounting@onesourcebackground.com)