

New User Guide

Screening
simplified

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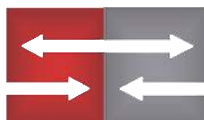
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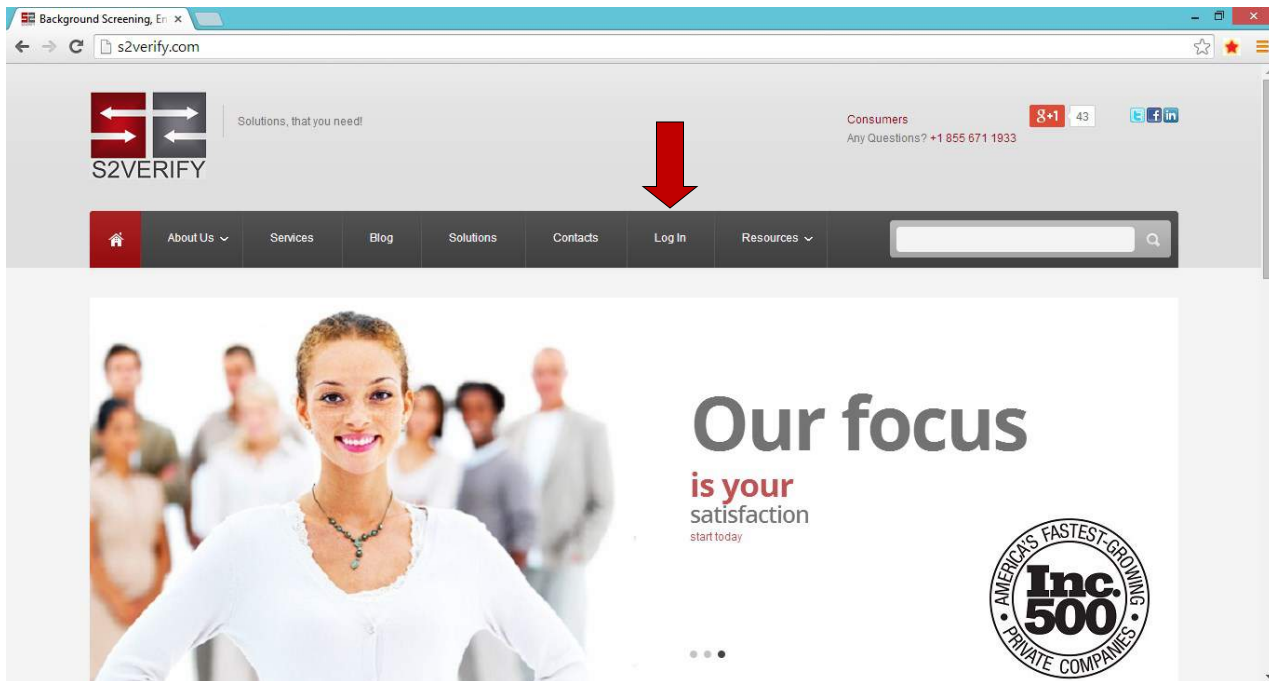
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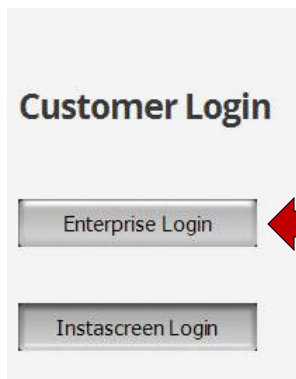
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Logging In



1. Go to s2verify.com and click on “Log In”.

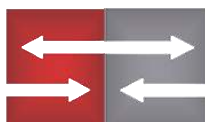


2. Click on “Enterprise Login”

A screenshot of the 'Enterprise Login' form. It has two input fields: 'User Name' and 'Password'. Below the 'User Name' field is a link that says 'Forgot My Password'. At the bottom right of the form is a button labeled 'login'.

3. Enter Your Login Information.


Forgot your Password? No problem. Click the “Forgot My Password” link to send an email to customerservice@s2verify.com. You can also use our live chat function to get your password reset.



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Getting to Know Your Homepage

[Return to Admin Site](#) [Logout](#)



Your homepage can be customized with your logo.

This feature allows us to communicate important information to our clients such as: court closings, new laws, changes to our services, etc. We do our best to keep you informed.

 To Our Valued Clients: In an effort to improve our services, we have created a short survey. Now is your chance to voice your concerns/suggestions. If you have a minute to spare, please complete our 4-question survey. Thank you in advance for taking the time. Your S2Verify Team


Home
Recruiting
Order Reports
Report Management
My Account

Quick Find [Advanced Search](#)


Experiencing difficulties? Click the "Live Help" link to chat with one of our friendly customer service representatives online.

Client Solutions Home Page


Access Your Reports




In Progress
(2)




Completed
(103)




SwiftHire
(1 / 3)



Archived
(147)



Needs Attn
(0)



Discrepancy
(25)


My Notes (0) [Add note](#)

No Notes

Company Notes (1) [Add note](#)

Test
03/15/2011 12:09 PM [delete](#)

S2Verify, LLC Messages



LIVE HELP
ONLINE

The Notes function allows you to leave notes for yourself or other users. It also allows us to leave a note.

Email: customerservice@s2verify.com | Voice: 855-671-1933 | Fax: 770-649-8288



In Progress: Clicking here will allow you to see any searches that have components that are still in progress



Completed: Searches move to this folder once all components of a report are completed.



SwiftHire: This section is used if you wish for applicants to enter their own information and consent to a background check online.



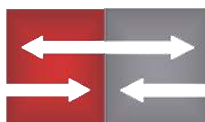
Archived: This section contains all reports that have either been manually archived as well as reports that have aged over 12 months.



Needs Attention: This section contains reports that require additional information, such as middle names or signed release forms.



Discrepancy: Any component of a search that comes back with a record can be found in this section.



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Creating Applicant Profile

This is the page you will see after you have clicked on the Order Reports tab at the top. Start by creating the applicant's profile. Mandatory fields are marked by the red triangles.

Home Recruiting **Order Reports** Report Management My Account

Quick Find Who are you looking for? Advanced Search

Applicant: Create Profile

Last First Middle

Street Address Date / of / Birth

City ST Zip Code Social - Security - Number

► Additional Names to Search
► Additional Addresses to Search

Upload Document(s) for this Applicant

Send Report to Applicant: ☒ by email Email

Select Reference Email

Criteria: Select Searches

Select Package: All Aliases Natorime - \$0.01 **Select**

Current Order

Total Price
\$0.00

Order

Save as Draft
View Drafts

SwiftHire Order

Branch Order

The mandatory fields will change depending on which searches you choose. For example, a national criminal search will require: a first and last name, date of birth, social security number, and email address. A credit check, on the other hand, requires a bit more information. As you can see below, you would also need the street address, city, state, and zip code.

Applicant: Create Profile

Last First Middle

Street Address Date / of / Birth

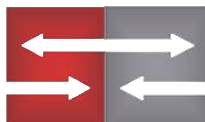
City ST Zip Code Social - Security - Number

► Additional Names to Search
► Additional Addresses to Search

Upload Document(s) for this Applicant

Send Report to Applicant: ☒ by email Email

Select Reference Email



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Selecting a Package

After filling in the required fields for your applicant, you will have to choose a package or individual searches.

Criteria: Select Searches

Select Package: All Aliases Natorime Select

Find the package you want by using the drop-down menu. At the bottom of the drop-down menu, you will find individual searches. We will talk about individual searches in more detail later.

Criteria: Select Searches

Select Package: Criminal Background Package Select

☐ Save order configuration

County Criminal Search

Past Address History

Instant National Criminal

Education Verification

Past Employment Verification

info

Package

×

info

Package

×

info

Package

×

info

Package

×

info

Package

×

Company Packages

(Internal Use Only for S2Verify)-DO NOT USE THIS PACKAGE

Criminal Background Package

Criminal Background w/ Credit

My Saved Bundles

NORMAL PACKAGE

Individual Searches

Order Individual Searches

info

Package

×

info

Package

×

info

Package

×

info

Package

×

Show More Searches

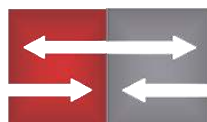
Not in order

Needs work

Complete

This package is for internal use only. It is not for customer use.

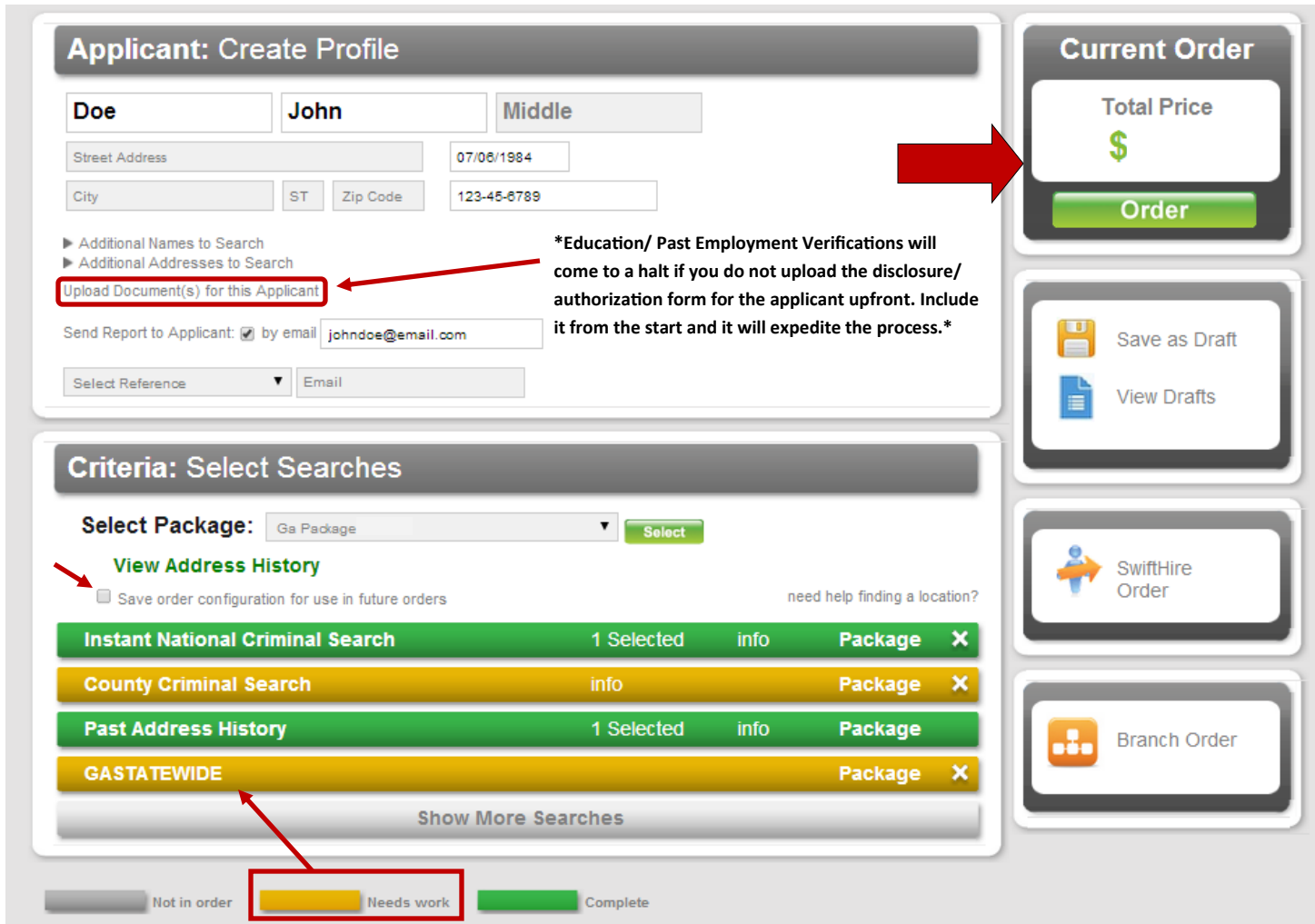
need help finding a location?



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Completing Your Order

Once you choose a package, the searches will populate below. If the search is green, it is ready to go. If the search is yellow, it means that you need to provide some information before we can run the search. To see what information is required of you, click on each yellow search. Once each component of the package is green, click “Order” at the top right (indicated by the red arrow). You can see the price of your package just above the “Order” button.



Applicant: Create Profile

Doe John Middle

Street Address 07/06/1984

City ST Zip Code 123-45-6789

► Additional Names to Search
► Additional Addresses to Search

Upload Document(s) for this Applicant

Send Report to Applicant: ☒ by email johndoe@email.com

Select Reference Email

Criteria: Select Searches

Select Package: Ga Package Select

View Address History

☐ Save order configuration for use in future orders need help finding a location?

Instant National Criminal Search	1 Selected	info	Package	X
County Criminal Search	info		Package	X
Past Address History	1 Selected	info	Package	
GASTATEWIDE			Package	X

Show More Searches

Not in order Needs work Complete

Current Order

Total Price \$

Order

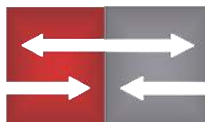
Save as Draft

View Drafts

SwiftHire Order

Branch Order

Ordering is as simple as that. Also note that you can save a particular bundle of searches for use in future orders.



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Types of Searches

Past Address History

Select "Past Address History" search bar. The bar will automatically turn green and populate a "Past Address History" for your applicant. You are able to view this by clicking the "View Address History."

Criteria: Select Searches

Select Package:

☒ Populate Searches with Past Address History [View Address History](#) 

☐ Save order configuration for use in future orders

Instant National Criminal Search

County Criminal Search

Past Address History

1 Selected

Note: The "Past Address History" search automatically populates any AKA's or aliases and will insert them under "Additional Names to Search." You have the option to remove an alias if you do not want it added to your order.

Applicant: Create Profile

▼ Additional Names to Search

The following alias names have been discovered on the Address History Report. These names are being used to populate the searches in your request. Removing a name will remove the alias from your order.

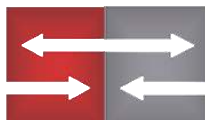
[Remove](#) 

[+ Add another](#)

► Additional Addresses to Search

Upload Document(s) for this Applicant

Send Report to Applicant: ☐ by email ☐ by fax



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Types of Searches

Instant National Criminal

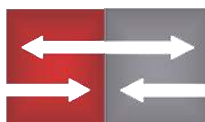
The screenshot shows a search bar interface. At the top, a green bar displays "Instant National Criminal Search" and "1 Selected" with a close button (X). Below this, a white box contains the text "Nationwide Criminal, Sex Offender and Homeland Security/OFAC Search" and "+ Add another". A red arrow points to the "Save" button next to the search text. Below the white box are two grey buttons: "County Criminal Search" and "Past Address History".

Select the "Instant National Criminal Search" and click "Save." The bar should automatically turn green.

County Criminal Search

The screenshot shows the search bar interface with "County Criminal Search" selected and highlighted in yellow. Above the search bar, there are two checkboxes: "Populate Searches with Past Address History" and "Save order configuration for use in future orders". The search bar itself shows "Instant National Criminal Search" and "County Criminal Search" with a close button (X) and a price of "\$0". Below the search bar, there are three dropdown menus: "Select State", "Select County", and "7 year search". A red arrow points to the "Save" button next to the search text. Below the search bar are four grey buttons: "Past Address History", "Statewide Criminal Search", and "Driving History Report (MVR)".

Select state and county and then click "Save." Search bar should change from yellow to green. "County Criminal Search" will automatically populate counties if a "Past Address History" has been selected.



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Types of Searches

Statewide Criminal Search

Instant National Criminal Search ×

County Criminal Search \$0 ×

Past Address History

Statewide Criminal Search \$0 ×

Select State ▼ Save Remove

+ Add another

Driving History Report (MVR)

Adverse Action Letter

Select state and then click “Save.” Search bar should change from yellow to green.

“Statewide Criminal Search” will automatically populate states if a “Past Address History” has been selected.

Driving History Report (MVR)

Statewide Criminal Search \$0 ×

Driving History Report (MVR) ×

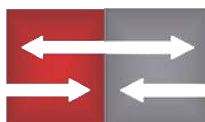
Select State ▼ License Save Remove

Adverse Action Letter

Pre-Adverse Action Letter

Sex Offenders

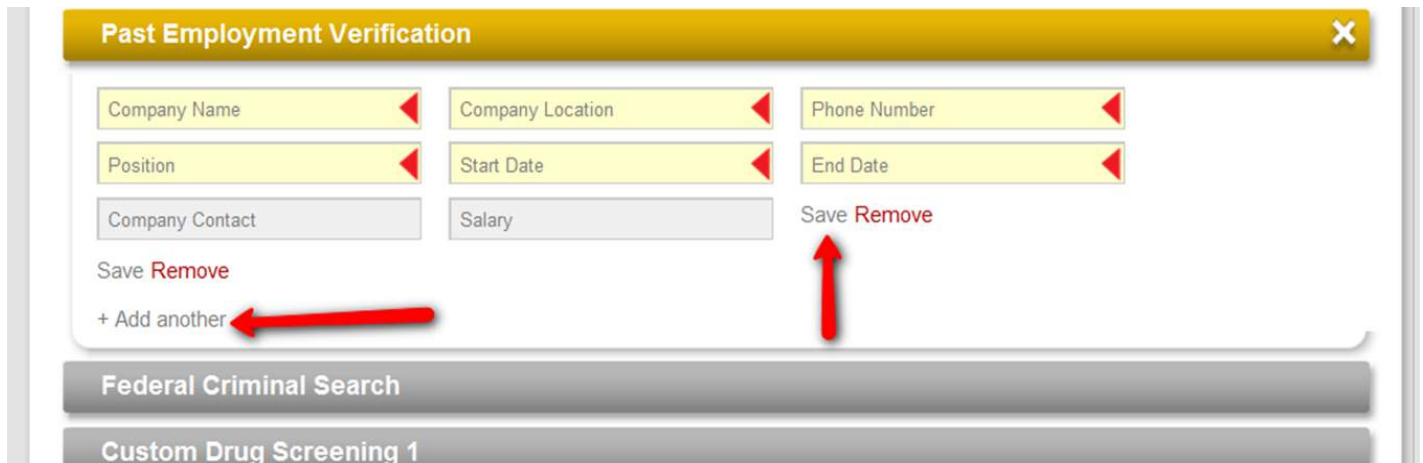
Select state and enter license number with *no spaces or dashes* and then click “Save.” The search bar should change from yellow to green.



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Types of Searches

Past Employment Verification

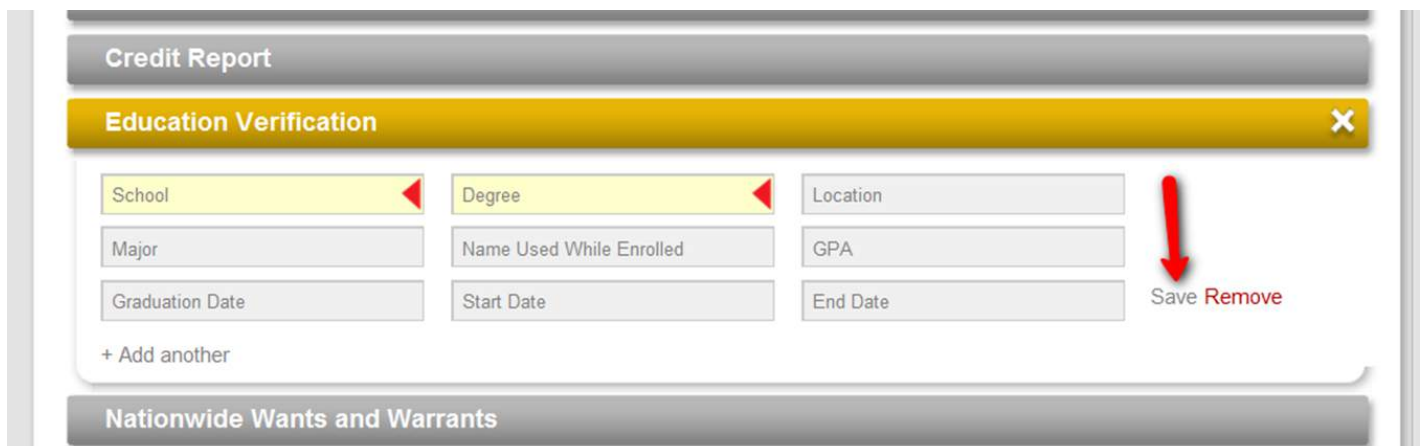


The screenshot shows the 'Past Employment Verification' form. It has a yellow header bar with a close button (X). Below the header, there are several input fields: 'Company Name', 'Company Location', 'Phone Number', 'Position', 'Start Date', 'End Date', 'Company Contact', and 'Salary'. At the bottom left, there is a '+ Add another' link. At the bottom right, there are 'Save' and 'Remove' buttons. A red arrow points to the 'Save' button, and another red arrow points to the '+ Add another' link.

Enter all information indicated by red arrows. Then click "Save."
Search bar should change from yellow to green.

*As indicated on page 7, uploading the disclosure and authorization for the applicant before ordering will expedite the process. Refer to page 7 to see where you click to upload the document.

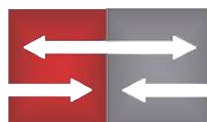
Education Verification



The screenshot shows the 'Education Verification' form. It has a yellow header bar with a close button (X). Below the header, there are several input fields: 'School', 'Degree', 'Location', 'Major', 'Name Used While Enrolled', 'GPA', 'Graduation Date', 'Start Date', and 'End Date'. At the bottom left, there is a '+ Add another' link. At the bottom right, there are 'Save' and 'Remove' buttons. A red arrow points to the 'Save' button.

Enter all information indicated by red arrows. Then click "Save."
Search bar should change from yellow to green.

*As indicated on page 7, uploading the disclosure and authorization for the applicant before ordering will expedite the process. Refer to page 7 to see where you click to upload the document.



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Types of Searches

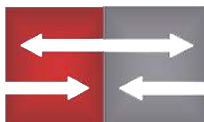
Drug Testing

Initial integration of drug testing into your screening program will take 5-7 days. Contact us to get started. Once you are set up, choose the appropriate package with drug testing. The search will be yellow. Click on the yellow bar. Before you are ready to order the drug test, you must fill in the two mandatory fields.

This screenshot shows the 'Criteria: Select Searches' form. At the top, there are fields for 'Additional Names to Search', 'Additional Addresses to Search', 'Upload Document(s) for this Applicant', and 'Send Report to Applicant: ☐ by email'. Below these is a 'Select Reference' dropdown menu with 'Email' selected. A red arrow points to this dropdown with the text '*Be sure to include their email address in the applicant's profile'. The main section is titled 'Criteria: Select Searches' and contains a 'Select Package:' dropdown menu with 'Drug Package' selected and a 'Select' button. Below this is a checkbox for 'Save order configuration for use in future orders' and a link for 'need help finding a location?'. A table lists three search packages: 'Instant National Criminal Search' (1 Selected, info, Package X), 'Past Address History' (1 Selected, info, Package X), and 'Drug Test-5 Panel (LabCorp)' (info, Package X). Below the table are two dropdown menus: 'Select Scheduling Type' and 'Select Reason For Test'. A red arrow points to the 'Select Scheduling Type' dropdown. Below these are 'Save' and 'Remove' buttons. At the bottom is a 'Show More Searches' button and a legend for 'Not in order' (grey), 'Needs work' (yellow), and 'Complete' (green).

For scheduling type, you MUST choose "Donor will schedule". You CANNOT choose "Schedule Now" or it will not work. Next, choose the appropriate "Reason for Test" from the drop-down menu. If you are screening an applicant, choose pre-employment. Finally, select save and the bar will turn green. Click order and an email will be sent to the applicant.

This screenshot shows the 'Criteria: Select Searches' form after the scheduling type and reason for test have been selected. The 'Select Package:' dropdown menu still shows 'Drug Package' and the 'Select' button. The checkbox for 'Save order configuration for use in future orders' and the link for 'need help finding a location?' are still present. The table lists the same three search packages. Below the table, the 'Select Scheduling Type' dropdown now shows 'Donor will schedule' and the 'Select Reason For Test' dropdown shows 'Pre-Employment'. A red arrow points to the 'Save' button. Below these are 'Save' and 'Remove' buttons. At the bottom is a 'Show More Searches' button and a legend for 'Not in order' (grey), 'Needs work' (yellow), and 'Complete' (green).



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The email that is sent to the applicant contains a link. This link takes the applicant to a page where they must choose their preferred collection site from a list of locations near their residence. They will choose one and click “Next”.

Choose Your Collection Site

Below is a list of Collection Sites available in your area. Please click on one and then click the Next button. Please contact our customer service center at 877-585-7366 with the case # 2014030710735 if you are unable to complete the scheduling of your drug test.

Starting Address

Participant Address:

Alternative Address

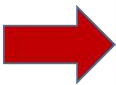
Address: Address 2:

City: State: Zip:

Welcome Brandon Hess to the scheduling site for S2VERIFY

Brandon Hess

NOTE: Most facilities have dedicated drug testing hours. Please ensure you provide adequate time to test during these dedicated hours.



Lab	Site Name	Address	City	State	Zip	Distance	Hours	Directions	Type
Quest	QUEST DIAGNOSTIC...	790 Church St	Marietta	GA	30060	15.90 miles	Hours	Directions	PSC
Quest	QUEST DIAGNOSTIC...	960 NORTHPOINT PKWY	ALPHARETTA	GA	30005	16.35 miles	Hours	Directions	PSC
Quest	QUEST DIAGNOSTIC...	4575 DE LAUNDRY BLVD	ATLANTA	GA	30347	21.85 miles	Hours	Directions	PSC

From here, the applicant will choose a date to report to the testing facility. It lists the expiration date of the order. Click “Next” in the bottom right.

Schedule Your Test Date

Please click a date below to schedule a test date and then click the Next button.

Test Date

March 2014

S	M	T	W	T	F	S
X	X	X	X	X	X	X
X	X	X	X	7	X	X
X	10	11	12	13	14	X
X	17	18	19	20	21	X
X	24	25	26	27	X	X
X	X	X	X	X	X	X

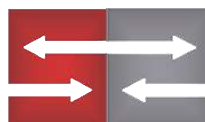
Today

Most facilities have dedicated drug testing hours. Please ensure you provide adequate time to test during these dedicated hours. If you have questions regarding those hours please reach out to the testing facility.

John Doe your scheduled order will expire on

Thursday March 27, 2014, at 11:59 PM Pacific

S2VERIFY



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The applicant will then click on “Confirm Request” in the bottom right corner.

Confirm Request

Please confirm order information. If information is correct, click Confirm Request. If the information is not correct, use the Previous button to go back and change information.

Participant Information

Name: [REDACTED]

Address: [REDACTED]

Order Information

Case Number: 2014030710735

Reason for Test: Pre-Employment

Date: 03/13/2014



Collection Site: QUEST DIAGNOSTICS-MARIETTA

Collection Site Address: 790 Church St Marietta, GA 30060

A copy of the registration document will be emailed to all email addresses on file. Please check your email when registration has been completed.

Your applicant is to print the Order Confirmation form and take it with them to the Collection Site.

Order Details




**I3SCREEN
ORDER CONFIRMATION**

**PLEASE TAKE THIS PAGE WITH YOU TO THE SPECIMEN COLLECTION SITE.
YOU WILL BE REQUIRED TO PRESENT A GOVERNMENT ISSUED PHOTO ID.**

If you are not able to print this, make sure to record the following order / registration number and bring it with you to your selected collection site.

Your order / registration will expire on March 27, 2014, at 11:59 PM Pacific Time.

TEST / SERVICES INFORMATION:

Service: URINE		Order/Registration Number:	
Account	10186023	 *7673540*	
Order Number:	7673540		
Lab Name:	Quest Diagnostics		
Panel Code:	35190N		
Test Reason:	Pre-Employment		

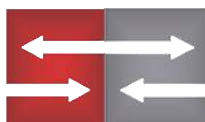
COLLECTION SITE:

**PLEASE CALL THE COLLECTION SITE TO CONFIRM OPERATIONAL HOURS.
ARRIVE ONE HOUR BEFORE CLOSING TIME TO ENSURE TESTING CAN BE COMPLETED.**

QUEST DIAGNOSTICS-MARIETTA	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
790 Church St	Open Closed	1:00 PM	1:00 PM	1:00 PM	1:00 PM	1:00 PM	Closed
STE 200	Close	4:00 PM	4:00 PM	4:00 PM	4:00 PM	4:00 PM	
Marietta, GA 30060	Lunch Closed	Closed	Closed	Closed	Closed	Closed	Closed
PH: 866-697-8378							
FX: 770-426-9342							

Print


Close



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A La Carte Search

Criteria: Select Searches

Select Package: Order Individual Searches  Select

In the “Select Package” drop-down menu, choose “Order Individual Searches” at the very bottom. Click “Select” and individual searches will automatically populate below.

Criteria: Select Searches

Select Package: Order Individual Searches Select

☐ Populate Searches with Past Address History

☐ Save order configuration for use in future orders

[need help finding a location?](#)

Instant National Criminal Search	info
County Criminal Search	info
Past Address History	info
Federal Criminal Search	info
Drug Test-5 Panel (LabCorp)	info
County Civil Search	info
Statewide Criminal Search	info
Bankruptcy Report	info
Federal Civil Search	info
Adverse Action Letter	
Driving History Report (MVR)	info
Drug Test-10-Panel (LabCorp)	

Click on each search to add it to your order. If the search is not green, you will have to enter additional information. Once each search is green, click “Order” at the top right.

Criteria: Select Searches

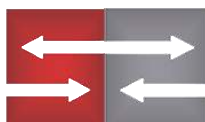
Select Package: Order Individual Searches Select

☐ Populate Searches with Past Address History

☐ Save order configuration for use in future orders

[need help finding a location?](#)

Instant National Criminal Search	1 Selected	info	\$3.95	×
County Criminal Search		info		
Past Address History	1 Selected	info	\$1.50	×



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Adding an A La Carte Search to a Package

Start by choosing the package you would like to use. Next, click on “Show More Searches”.

Criteria: Select Searches

Select Package:

Employee Screening Package

Select

☐ Save order configuration for use in future orders

need help finding a location?

Instant National Criminal Search

1 Selected

info

Package

×

Past Address History

1 Selected

info

Package

×

Show More Searches

More searches will populate below your selected package. For example, if you wanted to add an MVR to the report, click on “Driving History Report (MVR)”. Enter the State and License Number and click “Save”. The MVR will now be a part of your order.

Instant National Criminal Search	1 Selected	info	Package	×
Past Address History	1 Selected	info	Package	×
County Criminal Search		info		
Federal Criminal Search		info		
Drug Test-5 Panel (LabCorp)		info		
County Civil Search		info		
Statewide Criminal Search		info		
Bankruptcy Report		info		
Federal Civil Search		info		
Adverse Action Letter				
Driving History Report (MVR)	info		\$0	×

Select State

License Number

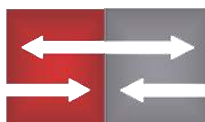
(state specific license format will be checked)

Save

×

Remove

Drug Test-10-Panel (LabCorp)



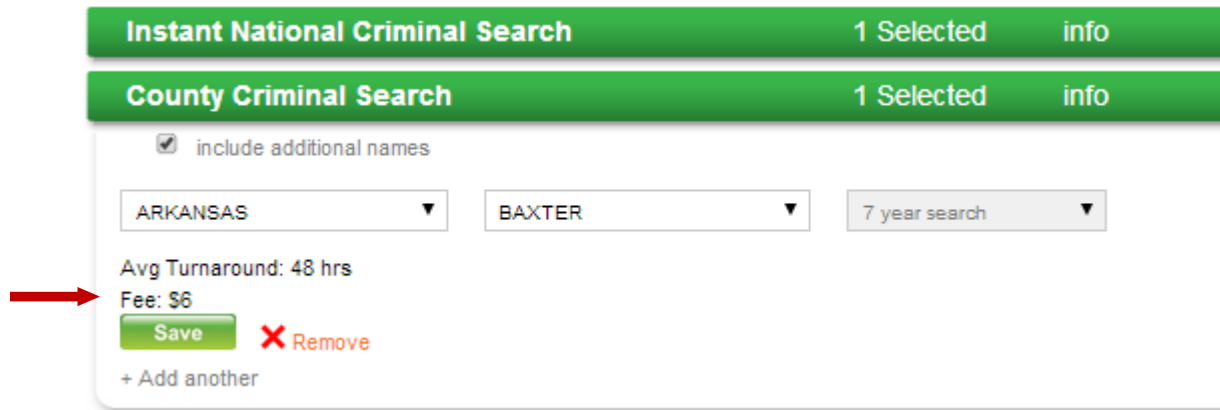
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“Why Does This Order Cost More?”

When your order costs a bit more than the package price agreed upon, it is the result of one of these two things (and sometimes both): Additional Court Fees or Alias Names

*Court fees differ from state to state/county to county (a comprehensive list can be found in “My Account”)

You can see if your order has additional court fees by clicking on the county/statewide search. The fee is listed just above the “Save button”.

A screenshot of a web interface for criminal searches. At the top, there are two green buttons: "Instant National Criminal Search" and "County Criminal Search", both labeled "1 Selected" with an "info" link. Below these is a checkbox labeled "include additional names" which is checked. Underneath are three dropdown menus: "ARKANSAS", "BAXTER", and "7 year search". Below the dropdowns, it says "Avg Turnaround: 48 hrs" and "Fee: \$6". A red arrow points to the "Fee: \$6" text. Below the fee are two buttons: a green "Save" button and a red "X Remove" button. At the bottom is a link "+ Add another".

Instant National Criminal Search 1 Selected info

County Criminal Search 1 Selected info

☒ include additional names

ARKANSAS BAXTER 7 year search

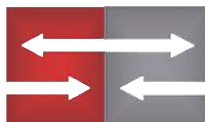
Avg Turnaround: 48 hrs

Fee: \$6

Save X Remove

+ Add another

The second possible reason your package might cost more is an Alias Name. It might be a maiden name, for example. When you run a past address history, it automatically populates alias names. You will be charged a fee for each name you run a search on. To see how to remove alias names, refer to the next page.




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Removing Alias Names

When you run a “Past Address History” search, it automatically populates any aliases. The alias will be inserted in “Additional Names to Search”. This means that every search that is run will use the additional name. You are charged for each alias name. If you would not like to include aliases, click “Remove” just to the right of the name.

Applicant: Create Profile

bryan	robert	t
40305 S Lakeside Drive		11/23/1967
happy	tx	79042

 ▼ Additional Names to Search

The following alias names have been discovered on the Address History Report. These names are being used to populate the searches in your request. Removing a name will remove the alias from your order.

BRYAN	TODD	Middle	Remove
-------	------	--------	--------

+ Add another

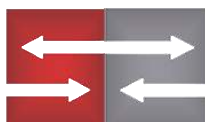
► Additional Addresses to Search

Upload Document(s) for this Applicant

Send Report to Applicant: ☐ by email ☐ by fax

Select Reference ▼

If you meant to run a single-name search, but forgot to remove alias names, contact customer service.



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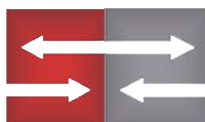
Branch Order

When your company has several different branches, branch order is a good tool to use. For example, it is great if you are a manager that oversees the hiring/screening of applicants for a whole region or something of that nature. You can access it through the “Order Reports” tab.

The screenshot shows a web application interface for creating an order. At the top, there are links for 'Additional Names to Search', 'Additional Addresses to Search', and 'Upload Document(s) for this Applicant'. Below these are input fields for 'Reference Code' and 'Email', and a checkbox for 'Send Report to Applicant: by email'. A section titled 'Criteria: Select Searches' contains a 'Select Package' dropdown menu set to 'Drivers (Non-CDL)' with a 'Select' button. Below this is a checkbox for 'Save order configuration for use in future orders' and a link 'need help finding a location?'. A list of search criteria is displayed in a table-like format with yellow and green rows, each with an 'info' link and a close button (X). The criteria include 'County Criminal Search', 'Statewide Criminal Search', 'Past Address History' (marked '1 Selected'), 'Driving History Report (MVR)', and 'Past Employment Verification'. A 'Show More Searches' link is at the bottom of the list. On the right side, there is a sidebar with four buttons: 'Save as Draft', 'View Drafts', 'SwiftHire Order', and 'Branch Order'. A red arrow points from the 'Branch Order' button to the 'Branch Order' section of the main interface.

The ordering process is basically the same. You enter applicant information and select a package. But instead of clicking “Order”, you must choose “Branch Order”. A menu will then pop up that will ask which branch & user you will be ordering through. Click “Order” and you’re finished.

The screenshot shows a modal window titled 'Branch Order'. It contains two dropdown menus: 'Select Branch' and 'Select User'. Below these are two buttons: 'Order' and 'Close', both with green arrow icons. The modal is overlaid on a background that shows the same search criteria list as the previous screenshot.



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SwiftHire Order

SwiftHire allows the applicant to both consent to a background check and provide necessary information for the background check online. To complete a SwiftHire order, go to “Order Reports” and instead of clicking “Order” on the top right, choose “SwiftHire Order” just below.

Applicant: Create Profile

Last First Middle

Street Address

City ST Zip Code

Date / of / Birth

Social Security Number

► Additional Names to Search

► Additional Addresses to Search

Upload Document(s) for this Applicant

Send Report to Applicant ☒ by email Email

Select Reference Email

Criteria: Select Searches

Select Package: All Allases Natcrime Select

SwiftHire Order

Enter the applicant’s first and last name, email, and the package you will be ordering. Then click “Submit” at the bottom. The applicant will then receive an email with a link to submit his/her information. To complete, they will click “Order”.

Please note that before you can use SwiftHire, customer service must receive a customized disclosure and authorization form as well as input about your SwiftHire settings. You can email customerservice@s2verify.com or give us a call to get started.

SwiftHire: Create Request

Applicant Global

Last Name First Name

Email

Select Package

Batch Upload

Information

SwiftHire, the fast and easy way to allow applicants to provide their own screening data!

To get started, just enter the name and email address of the applicant you would like to screen. The reference field is optional and can be used for billing, department, or other codes at your discretion. Also, you must choose the package of searches that you want the applicant to fill out information for.

Once you submit the SwiftHire order, the applicant will receive an email with a link to submit his/her information. The screen is similar to your order screen, except no pricing will be shown (unless the applicant is set to pay for the order via credit card in the settings). The candidate must submit at least one of each search type in the package and they cannot remove any locations or aliases populated from the address history. It is recommended that an address history be in the package selected.

To access settings on the email verbiage, reminder emails, or whether you will review incoming SwiftHire orders, just access the Settings link on the right. Otherwise, submit your order below.

Submit

SwiftHire Settings

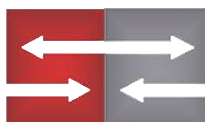
Once the applicant has filled out everything on their end, it will end up in your SwiftHire folder for review/ordering. Review the information and select “Order” to finish the process.

Applicant: SwiftHire					
Applicant	Status	Days	Total		
Heatwole, Brian	Ready	70		Cancel	Review Order
Heatwole, Brian	Ready	21		Cancel	Review Order
Hess, Brandon	Waiting	15		Cancel	
Rodriguez, Yvette	Waiting	1		Cancel	

Select All

Send Reminder for Selected

1 - 4 of 4



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Saving A Draft

Once you have entered the applicant's information and chosen a package, you can save it as a draft. These drafts are great if you need clarification about the ordering process, pricing, or different searches we offer. The drafts will be saved until you remove them. To save an order as a draft, click on "Save as Draft" on the right side of your screen. The draft can be reviewed by clicking "View Drafts" just below.

Applicant: Create Profile

Name: Doe John Middle

Street Address:

City: **ST:** **Zip Code:** 123-45-6789

Date of Birth: 07/06/1984

Additional Information:

- Additional Names to Search
- Additional Addresses to Search
- Upload Document(s) for this Applicant
- Send Report to Applicant: ☒ by email
- Select Reference:

Criteria: Select Searches

Select Package: Ga Package

View Address History

☐ Save order configuration for use in future orders need help finding a location?

Instant National Criminal Search	1 Selected	info	Package	X
County Criminal Search		info	Package	X
Past Address History	1 Selected	info	Package	
GASTATEWIDE			Package	X

[Show More Searches](#)

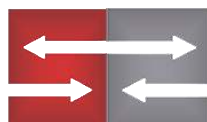
Current Order

Total Price: \$

Legend:

- Not in order
- Needs work
- Complete

The drafts are a great way for customer service to guide you through the ordering process. If you are experiencing difficulties, you can save your order as a draft. Our customer service team is capable of viewing the draft and making edits. The revised draft can be saved as a new draft . You can then conveniently use the draft as an ordering guide.



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Report Management

Home Recruiting Order Reports **Report Management** My Account

Quick Find Who are you looking for? Advanced Search

Applicants: In Progress

Applicant	Status	Done		
Bryan, Robert	<div style="width: 100%;"></div>	14 of 16		
Bryan, Robert	<div style="width: 0%;"></div>	0 of 1		
Bryan, Robert	<div style="width: 0%;"></div>	0 of 1		
Heatwole, Brian	<div style="width: 0%;"></div>	0 of 1		

Check all 1 - 4 of 4

My Reports

- In Progress (4)
- Completed (103) Archive all
- SwiftHire (2 / 4)
- Archived (147)
- Needs Attn (0)
- Discrepancy (25)

[View Options](#)

My Reports

- In Progress (3)
- Completed (104) Archive all
- SwiftHire (2 / 5)
- Archived (147)
- Needs Attn (0)
- Discrepancy (25)

[View Options](#)

My Reports
All Users' Reports

Report Management icons will mirror your Home Page icons. By selecting a specific folder, applicants within that folder will appear in alphabetical order.

To view "All Users' Reports" click on "View Options" and then click "All Users' Reports." By doing so, the icons within your Report Management view will auto fill with all other user's reports. *This option is only available if the user is either the administrator or has been given permission by the administrator.*

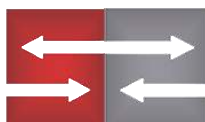
You also have the option to "archive all" completed reports.

By selecting "Re-Screening" you will automatically send an applicant back through the original screening process.

Previous orders for that applicant will attach to the re-screen report.

For example, if you run an applicant through "Package 1," selecting "Re-Screening" will send the same applicant back through "Package 1" and you will have a final report for both orders.

Re-Screening



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Review Reports: In Progress

A package may consist of several different searches.

For example, a package may include a past address history, instant national criminal search, and a 5-panel drug screening.

The “In Progress” tab allows you to see which searches are completed and which are ongoing for a particular applicant.



Applicants: In Progress

Applicant	Status	Done		
Michael	<div><div></div></div>	1 of 4		
Jamie	<div><div></div></div>	2 of 4		
Christine	<div><div></div></div>	1 of 2		
Barbara	<div><div></div></div>	2 of 3		
Chad	<div><div></div></div>	2 of 3		
Stephanie	<div><div></div></div>	2 of 3		
Keith	<div><div></div></div>	3 of 4		
Juan	<div><div></div></div>	3 of 4		

View All

1 - 8 of 27 First | Previous | Next | Last

Check all ☐

My Reports

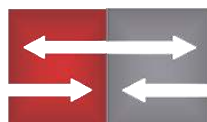
- In Progress (27)
- Completed (0)
- SwiftHire (0 / 0)
- Archived (29246)
- Needs Attn (21)
- Discrepancy (4)

► View Options

Re-Screening ►

Unread Status Update Needs Attention Discrepancy Archived

You can see that the applicant, Michael, has had 1 of 4 searches completed. You can get details on one particular applicant by clicking on either their name or the status bar to the right of their name.



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Review Reports: In Progress

Applicant: Detailed View [Back to List](#) | [Next Applicant](#)

Michael
SSN: [REDACTED] Ordered: 04-17-2014
DOB: [REDACTED] **In Progress** 1 of 4 Completed

[View Report Options](#)

Search Types	Done	
Instant National Criminal Search - Nationwide Criminal, Sex	<input type="checkbox"/>	Instant National Criminal Search Details: Nationwide Criminal, Sex Offender and Homeland Security/Patriot Act Database Search In Progress Status request
Past Address History	<input checked="" type="checkbox"/>	
County Criminal Search - York, South Carolina	<input type="checkbox"/>	
County Criminal Search - Chester, South Carolina	<input type="checkbox"/>	

Instant National Criminal Search Documents [Add doc](#)

No Documents

Instant National Criminal Search Notes [Add note](#)

Based on information developed in the Natcrim, we are proceeding to order a county search out of Chester and York county, SC for clarification. - 04/17/2014
Sent to Quality Assurance Department - 04/17/2014

[Unread](#) [Status Update](#) [Needs Attention](#) [Discrepancy](#) [Archived](#)

When you click on a “Search Type”, you get details on the right side. These particular details are referencing the search type “Instant National Criminal Search” on the left side.

You can tell the national search is still in progress because there is no checkmark under “Done” as well as the green “In Progress” status on the right side.

Applicant: Detailed View [Back to List](#) | [Next Applicant](#)

Michael
SSN: [REDACTED] Ordered: 04-17-2014
DOB: [REDACTED] **In Progress** 1 of 4 Completed

[View Report Options](#)

Search Types	Done	
Instant National Criminal Search - Nationwide Criminal, Sex	<input type="checkbox"/>	Instant National Criminal Search Details: Nationwide Criminal, Sex Offender and Homeland Security/Patriot Act Database Search In Progress Status request
Past Address History	<input checked="" type="checkbox"/>	
County Criminal Search - York, South Carolina	<input type="checkbox"/>	
County Criminal Search - Chester, South Carolina	<input type="checkbox"/>	

Instant National Criminal Search Documents [Add doc](#)

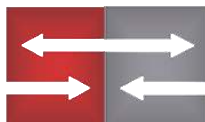
No Documents

Instant National Criminal Search Notes [Add note](#)

Based on information developed in the Natcrim, we are proceeding to order a county search out of Chester and York county, SC for clarification. - 04/17/2014
Sent to Quality Assurance Department - 04/17/2014

[Unread](#) [Status Update](#) [Needs Attention](#) [Discrepancy](#) [Archived](#)

The lone checkmark in the “Done” column shows that the Past Address History has been completed.



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Viewing Status Updates

Our primary means of providing status updates are the notes we leave on “In Progress” reports. You can access these by going to the “Report Management” tab. Click on “Needs Attn.” in the menu on the right side. A list of applicants with status updates will populate in the system. Status updates are indicated by the blue word bubble. Searches that need additional info from you are indicated by the “!” symbol.

Applicants: Needs Attn

Applicant	Status	Done			
Richard		4 of 5			
Iohamed		4 of 5			
Anthony		2 of 3			
Shawn		2 of 3			
Joshua		2 of 3			
Marvin		2 of 3			
Rodger		4 of 5			
Demetrius		3 of 4			

Check all 1 - 8 of 8

My Reports

- In Progress (19)
- Completed (27) [Archive all](#)
- SwiftHire (0 / 0)
- Archived (31344)
- Needs Attn (7)**
- Discrepancy (13)

[View Options](#)

[Re-Screening](#)

Unread Status Update Needs Attention Discrepancy Archived

The “Needs attention” symbol means we are waiting on an action from you to continue the screening process.

The word bubble indicates that there has been a status update.

Click on the applicant name/status bar to view a detailed view of an applicant. These updates can indicate that an action is required on your part (like a document that needs to be uploaded) or that the National Criminal search warranted a county-level search (like in the example below).

Applicant: Detailed View [Back to List](#) [Previous Applicant](#) [Next Applicant](#)

Rodger

SSN: [REDACTED] Ordered: 05-13-2014
DOB: 09/15/1961 **In Progress**

[View Report Options](#) 4 of 5 Completed

Search Types

Search Types	Done
Instant National Criminal Search - Nationwide Criminal, Sex	<input checked="" type="checkbox"/>
Past Address History	<input checked="" type="checkbox"/>
Instant National Criminal Search - Nationwide Criminal, Sex	<input checked="" type="checkbox"/>
Instant National Criminal Search - Nationwide Criminal, Sex	<input checked="" type="checkbox"/>
County Criminal Search - Washington, Maryland	<input type="checkbox"/>

Instant National Criminal Search

Details: Nationwide Criminal, Sex Offender and Homeland Security/Patriot Act Database Search
Complete - No Record

Instant National Criminal Search Documents [Add doc](#)

No Documents

Instant National Criminal Search Notes [Add note](#)

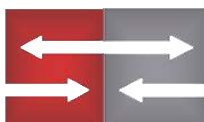
Approved By Quality Assurance Department - 05/13/2014
Based on information developed in the Natcrim, we are proceeding to order a county search out of Washington county, MD for clarification. - 05/13/2014
Sent to Quality Assurance Department - 05/13/2014

My Reports

- In Progress (19)
- Completed (28) [Archive all](#)
- SwiftHire (0 / 0)
- Archived (31344)
- Needs Attn (7)**
- Discrepancy (13)

[View Options](#)


[Re-Screening](#)



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Requesting A Status Update

If a particular search is time-sensitive and it is taking longer than expected, you can request a status update. First, click the “Report Management” tab. Then, click on the status bar for the appropriate applicant.

Applicants: In Progress				
▲ Applicant	Status	Done		
Bryan, Robert		13 of 16	<input type="checkbox"/>	<input type="checkbox"/>
Bryan, Robert	<input type="text"/>	0 of 1	<input type="checkbox"/>	<input type="checkbox"/>
Bryan, Robert	<input type="text"/>	0 of 1	<input type="checkbox"/>	<input type="checkbox"/>
Heatwole, Brian	<input type="text"/>	0 of 1	<input type="checkbox"/>	<input type="checkbox"/>
Check all <input type="checkbox"/>				
1 - 4 of 4				

You will now be looking at a detailed view of the applicant of interest. Under “Search Types”, choose the search that is still pending. On the right side, click “Status request”. One of our customer service representatives will look into the delay and fill you in quickly.


Applicant: Detailed View

Back to List | Next Applicant

Bryan, Robert

SSN: 461-27-****
DOB: 11/23/****

Ordered: 04-29-2014
In Progress


13 of 16 Completed

View Report Options

view	send	order	other
view reports print report	e-mail report	order more re-screen this applicant	upload document(s) for this report

Search Types

Done

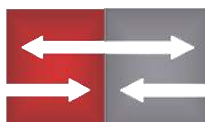
Instant National Criminal Search - Nationwide Criminal, Sex	<input checked="" type="checkbox"/>	
County Criminal Search - Swisher, Texas	<input type="checkbox"/>	▶
County Criminal Search - Randall, Texas	<input checked="" type="checkbox"/>	
County Criminal Search - Armstrong, Texas	<input checked="" type="checkbox"/>	
County Criminal Search - Lee, Florida	<input checked="" type="checkbox"/>	
County Criminal Search - Hartley, Texas	<input checked="" type="checkbox"/>	
County Criminal Search - Dallam, Texas	<input checked="" type="checkbox"/>	
Past Address History	<input checked="" type="checkbox"/>	
Instant National Criminal Search - Nationwide Criminal, Sex	<input checked="" type="checkbox"/>	
County Criminal Search - Fulton, Georgia	<input checked="" type="checkbox"/>	
County Criminal Search - Swisher, Texas	<input type="checkbox"/>	
County Criminal Search - Randall, Texas	<input checked="" type="checkbox"/>	

County Criminal Search

Details: Swisher, Texas

In Progress

Status request



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Report Options

You can view reports by going to the “Report Management” tab. From this tab, you will select the applicant you wish to view. In the “Applicant: Detailed View” section, click on “View Report Options”. You will now see several options for this applicant's report.

Applicant: Detailed View

Back to List | Next Applicant

Bryan, Robert

SSN: 461-27-****
DOB: 11/23/****

Ordered: 04-29-2014
In Progress

13 of 16 Completed

View Report Options

view	send	order	other
view reports print report	e-mail report	order more re-screen this applicant	upload document(s) for this report

View reports: Selecting this option will allow you to see a comprehensive report for each search in another window

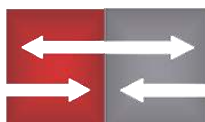
Print report: This option allows you to print the report for your records

E-mail report: The report can be sent to the e-mail address of your choosing

Order more: This option allows you to add a search for this particular applicant

Re-screen this applicant: This option allows you to re-screen this applicant

Upload documents for this report: If it is indicated that a search is pending information from you, this is how you upload a document.



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Adding A Search To A Completed Report

1. To add a search to a completed report, you must first click the “Completed” icon that can be found on either your homepage or the Report Management tab.
2. Select the applicant in which you would like to run another search.
3. Lastly, click “View Report Options” and choose “order more” in the third column.

The ordering process is the same. You will select the search/package from the drop-down menu and select “Order” .

Applicant: Detailed View


Back to List | Next Applicant

Bryan, Robert T


SSN: 461-27-****
DOB: 11/23/****
Email:
liz.brown@s2verify.com


Ordered: 12-02-2011

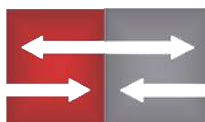
Complete

 Meets Criteria

7 of 7 Completed

 View Report Options

view	send	order	other
<div>view reports</div> <div>print report</div> <div>mark unread</div> <div>archive this report</div>	<div>e-mail report</div>	<div> order more</div> <div>re-screen this applicant</div>	<div>upload document(s) for this report</div>



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Adding A Note

A member of our staff can attach a note to a report that gives a status update on a search.

However, the note section can be used by you as well. Different users of your account can utilize the Notes function to communicate with one another. Just click “Add note” to use this function.

Applicant: Detailed View

Back to List | Next Applicant

Michael

SSN [REDACTED]

DOB [REDACTED]

▶ View Report Options

Ordered: 04-17-2014

In Progress

1 of 4 Completed

Search Types

Done

Instant National Criminal Search - Nationwide Criminal, Sex

Past Address History

County Criminal Search - York, South Carolina

County Criminal Search - Chester, South Carolina

☐

☒

☐

☐

▶

Instant National Criminal Search

Details: Nationwide Criminal, Sex Offender and Homeland Security/Patriot Act Database Search

In Progress

Status request

Instant National Criminal Search Documents

Add doc

No Documents

Instant National Criminal Search Notes

Add note

Based on information developed in the Natcrim, we are proceeding to order a county search out of Chester and York county, SC for clarification. - 04/17/2014

Sent to Quality Assurance Department - 04/17/2014

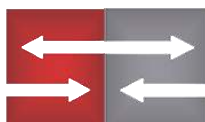
Unread

Status Update

Needs Attention

Discrepancy

Archived



[Back to Table of Contents](#)

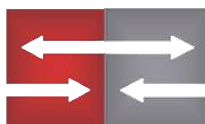
Advanced Search



“Advanced Search” is an option that allows you to use more detail when searching for applicants.

A screenshot of the 'Reports: Advanced Search' form. The form is divided into three main sections: 'By Applicant', 'By Order', and 'By User'. The 'By Applicant' section includes input fields for 'Last Name', 'First Name', 'Social - Security - Number', and 'Date / of / Birth'. The 'By Order' section includes input fields for 'Search Number', 'Ordered / After / Date', 'Ordered / Before / Date', 'All Search Types' (a dropdown menu), 'All Packages' (a dropdown menu), and 'Client Reference'. The 'By User' section includes a dropdown menu for 'All Users'. A green 'Search' button is located at the bottom right of the form. To the right of the form is a 'My Reports' sidebar with a list of report categories: 'In Progress (0)', 'Completed (2)' (with an 'Archive all' link), 'SwiftHire (0 / 1)', 'Archived (8)', 'Needs Attn (0)', and 'Discrepancy (1)'. A 'View Options' link is at the bottom of the sidebar.

You can search by applicant, order, or user.

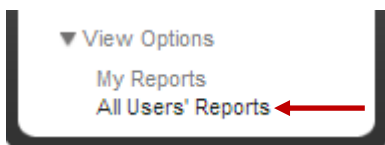


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Viewing Other Users' Reports

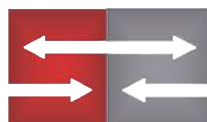
Go to "Report Management". On the right side (indicated by the arrow) you will click on "View Options".

The screenshot shows the 'Report Management' tab selected in the top navigation bar. On the right side, the 'My Reports' sidebar is visible, containing a list of report categories: In Progress (3), Completed (104), SwiftHire (2 / 5), Archived (147), Needs Attn (0), and Discrepancy (25). A red arrow points to the 'View Options' button at the bottom of this sidebar. The main content area on the left shows a table titled 'Applicants: In Progress' with columns for Applicant, Status, and Done. The table lists three applicants: Bryan, Robert (0 of 1), Bryan, Robert (0 of 1), and Heatwole, Brian (0 of 1). A 'Check all' button and a pagination indicator '1 - 3 of 3' are also present.



Simply click on "All Users' Reports". If you have several branches, the steps would be the same. However, you would click on "View Branch Reports" instead of "All Users' Reports".

***Who this capability is available to will depend on the admin.**



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My Account

Home Recruiting Order Reports Report Management **My Account**

Quick Find Who are you looking for? Advanced Search

Profile: My Account Info

Required or Invalid Field

User Information

User ID: alysharp1 7706496282e1t101

Client Solutions customerservice@s2verify.net

User Options

☒ View Other Users' Reports ☒ View Accounting ☐ Order For Branches
☐ View Branch Reports ☒ View Pricing ☐ Restrict Results Viewing
☒ Display Report Box for All Users' Reports ☐ Restrict Ordering ☐ Branch Order Only
☒ Change Grade ☒ Screening Stats

Screening Statistics Report

☐ Receive Daily (weekdays only) ☐ Receive Weekly ☐ Receive Monthly ☐ Receive Quarterly

Employment Application

☒ Applicant Viewing ☒ Applicant Management ☒ Employee Application Management

Career Center

☒ Jobs Viewing ☒ Jobs Management

Update

Profile

My Account Info
My Results Delivery
My Password
Company Info
Reference Options
Rejection Options
My Documents

User Info

Accounting

Pricing

Reports

View Other Users' Reports: Allows user to see all other users' reports

View Branch Reports: Allows the user to view every branch's reports

Display Report Box: When opting to view all users' reports, home screen icons will populate a user's reports

View Accounting: Gives user authority to view invoicing and pay bills

View Pricings: Allows users to view total price of a search

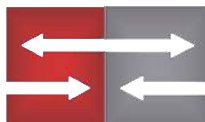
Restrict Ordering: Restricts user from ordering reports

Change Grade: Each report receives a grade (Ex. "Meets Criteria"). This allows the user to change that grade.

Order For Branches: Enables ordering for different branches

Restrict Results Viewing: Restricts user from viewing results on a report

Screening Stats: Allows the user to see a statistical report that includes: average turn-around time, costs per applicant, number of applicants screened, etc.



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My Account

Screening Statistics Reports can be sent to you directly via email daily, weekly, monthly, or quarterly. These reports include average turn-around-time, costs per applicant, number of applicants ordered, etc.

Select all boxes that apply to the frequency to which you would like to receive reports.

Screening Statistics Report

☐ Receive Daily
(weekdays only)

☐ Receive Weekly

☐ Receive Monthly

☐ Receive Quarterly

You can customize how results are sent to you here. Standard settings are to email an embedded report.

Employment Application

☒ Applicant Viewing

☒ Applicant Management

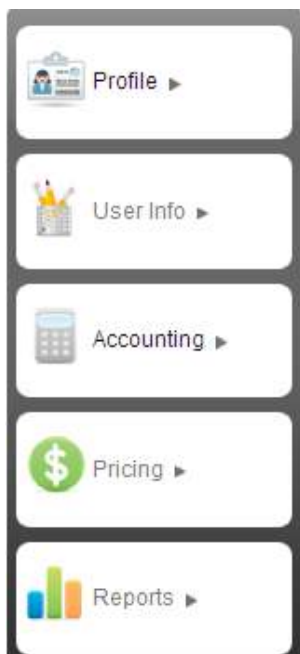
☒ Employee Application Management

This is how you can toggle on/off the user's ability to view/post jobs in the career center.

Career Center

☒ Jobs Viewing

☒ Jobs Management



← Adjust how results are delivered, user preferences, your password, company info, etc.

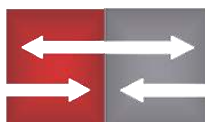
← Add/edit a user

← View invoices/ add a new method of payment

← View pricing by package/search, court fees, or country fees for international searches.

← View screening statistics, EEOC results, or a rejection report

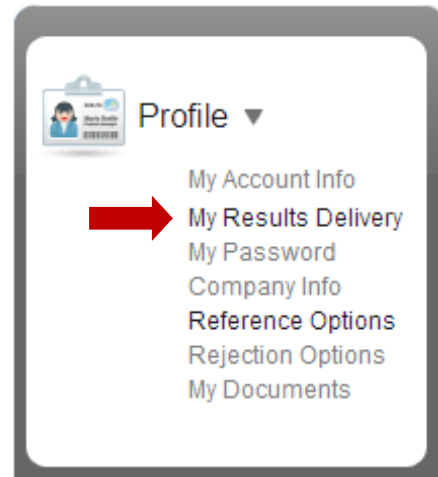
Some of these options are only available to users who have been enabled by the admin.



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My Results Delivery

You can access the “My Results Delivery” settings by going to the “My Account” tab. Click on “My Results Delivery” on the right side menu. From here you will be able to set how you will receive results, specify an email address, and determine when you will receive the report.



Profile: My Results Delivery

Sending Results

customerservice@s2verify.net

770-649-8288

How would you like to receive email reports?

☐ Attach the report as a file

☒ Embed the report in the email (you must be able to read HTML emails)

Communication Method

☐ Email

☐ Email-Status Only

☐ Fax

☐ Email & Fax

☒ Online Only

Result Delivery Timing

☐ Send Immediately: sends each search individually as it is completed

☐ When Report is Completed: sends all searches in a report once they are all completed

☐ send all searches that have records immediately, the remaining searches will be sent when the report is completed

☐ Batch searches: Sends completed searches every 2 hours

☐ send all searches that have records immediately (all searches that do not have records will be sent every two hours)

☐ Batch Reports: Sends completed reports every 2 hours

☐ send all searches that have records immediately (only searches that do not have records will be included in the batched reports)

☒ Online: Results will only be available online

Profile ▾

My Account Info

My Results Delivery

My Password

Company Info

Reference Options

Rejection Options

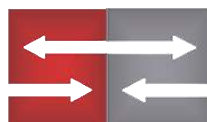
My Documents

User Info ►

Accounting ►

Pricing ►

Reports ►



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Adding A User

1. Go to the “My Account” Tab. Click on “User Info” on the right side.

Quick Find Advanced Search

Profile: My Account Info

Required or Invalid Field

User Information

User ID: alysharp1

Client Solutions

User Options

<input checked="" type="checkbox"/> View Other Users' Reports	<input checked="" type="checkbox"/> View Accounting	<input type="checkbox"/> Order For Branches
<input type="checkbox"/> View Branch Reports	<input checked="" type="checkbox"/> View Pricing	<input type="checkbox"/> Restrict Results Viewing
<input checked="" type="checkbox"/> Display Report Box for All Users' Reports	<input type="checkbox"/> Restrict Ordering	<input type="checkbox"/> Branch Order Only
	<input checked="" type="checkbox"/> Change Grade	<input checked="" type="checkbox"/> Screening Stats

Screening Statistics Report

<input type="checkbox"/> Receive Daily (weekdays only)	<input type="checkbox"/> Receive Weekly	<input type="checkbox"/> Receive Monthly	<input type="checkbox"/> Receive Quarterly
--	---	--	--

Employment Application

<input checked="" type="checkbox"/> Applicant Viewing	<input checked="" type="checkbox"/> Applicant Management	<input checked="" type="checkbox"/> Employee Application Management
---	--	---

Profile

- My Account Info
- My Results Delivery
- My Password
- Company Info
- Reference Options
- Rejection Options
- My Documents

User Info

Accounting

Pricing

Reports

User Info

[Add User](#)

[Edit User](#)

2. Click on “Add User”

User Info: Add User

Required or Invalid Field

User Information

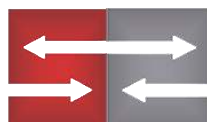
User ID <input type="text"/>	Contact Phone <input type="text"/>
User's Name <input type="text"/>	Contact Email <input type="text"/>

Password: [View Password Standards](#)

Password isn't strong enough.

Confirm:

3. You will then be taken to a page where you need to create the new user's profile: username, password, and their capabilities.



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Viewing Court Fees

Click the “My Account” Tab.

Profile: My Account Info

User Information

User ID: alysharp1

7706498282ext101

Client Solutions

customerservice@s2verify.net

User Options

☒ View Other Users' Reports

☒ View Accounting

☐ Order For Branches

☐ View Branch Reports

☒ View Pricing

☐ Restrict Results Viewing

☒ Display Report Box for All Users' Reports

☐ Restrict Ordering

☐ Branch Order Only

☒ Change Grade

☒ Screening Stats

Screening Statistics Report

☐ Receive Daily (weekdays only)

☐ Receive Weekly

☐ Receive Monthly

☐ Receive Quarterly

Employment Application

☒ Applicant Viewing

☒ Applicant Management

☒ Employee Application Management

Profile ▼

My Account Info

My Results Delivery

My Password

Company Info

Reference Options

Rejection Options

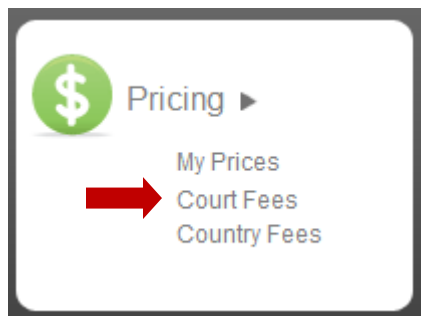
My Documents

User Info ▶

Accounting ▶

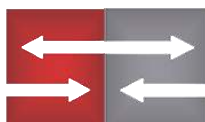
Pricing ▶

Reports ▶



Click on “Pricing”. Choose “Court Fees” and you will be able to see a list of court fees sorted by county and state.

Pricing: Court Fees			
State	County	Report Type	Price
Alabama			
	<i>Autauga</i>		
		County Criminal Search	\$1.25
	<i>Baldwin</i>		
		County Criminal Search	\$1.25
	<i>Barbour</i>		
		County Criminal Search	\$1.25
	<i>State-Wide</i>		
		Driving History Report (MVR)	\$8.75
		Statewide Criminal Search	\$2.00
Alaska			
	<i>Bethel</i>		
		County Criminal Search	\$15.00
	<i>Northwest Arctic</i>		
		County Criminal Search	\$15.00



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Screening Statistics

Here is an example of what a Screening Statistics Report looks like. You can find it by going to “My Account” —> “Reports” —> “Screening Statistics”.

Screening Statistics: Report

Screening Program Effectiveness for S2Verify LLC

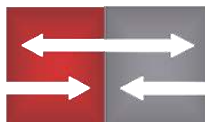
01/01/2014 - 04/18/2014

S2Verify LLC (Click for details)

Subjects Screened	49
Avg Searches per Subject Report2	6.63
Total Searches Performed	325
Avg Price per Subject Report	\$54.61
Avg Price Per Search	\$8.23
% Subjects with Criminal Records	22.45 %
Number of Subjects with Criminal Records	11
County Criminal Records	
Felony	20
Infraction	11
Misdemeanor	30
Traffic	8
other	6
State Criminal Records	
Felony	19
Infraction	0
Misdemeanor	1
Traffic	12
other	0
% Subjects with Unverifiable Results	0.00 %
Number of Unverified Results	0
% Subjects with Positive Drug Test	0 %
Number of Drug Tests with Positive Result	0
Avg Turn Time per Completed Subject Report (hrs)	10.24
Total Price	\$2,675.84

When you drill down into Felony convictions, you can get more detailed information.

Export Data	
County Criminal Search	
Grade	Does Not Meet Criteria
Jurisdiction Searched	Palm Beach, Florida
Name Searched	Edgardo [REDACTED]
DOB Searched	09/06/****
SSN Searched	596-12-****
Search ID	3375246
Date Ordered	03/31/2014
Date Completed	04/01/2014
Status	Records Found
Case Number	2001-CF-002087
Verified By	Name and DOB
Full Name on File	Edgardo S [REDACTED]
DOB on File	09/06/****
Additional Info.	Agency Reference: 2001-CF-002087; Court Name: Circuit
File Date	2/22/2001
Disposition Date	3/16/2001
Records Searched	20 years -
Charge 1	GRAND THEFT
Disposition	no information filed
Type of Crime	Felony
Case Number	2001-MM-006560
Verified By	Name and DOB
Full Name on File	Edgardo S [REDACTED]
DOB on File	09/06/****
Additional Info.	Agency Reference: 2001-MM-006560; Court Name: County
File Date	2/22/2001
Disposition Date	10/17/2001
Records Searched	20 years -
Case Number	2001-MM-011485
Verified By	Name and DOB
Full Name on File	Edgardo A [REDACTED]
DOB on File	09/06/****
Additional Info.	Agency Reference: 2001-MM-011485; Court Name: County
File Date	5/10/2001
Disposition Date	10/17/2001
Records Searched	20 years -



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Screening Statistics

Clicking on your company name will allow you to get a summary of searches run and how much it has cost your company. Prices below do not reflect the actual cost of each search. They are strictly to show how our screening statistics function works.

Screening Statistics: Report Details

Screening Program Effectiveness S2Verify LLC

[Go back to previous screen](#)

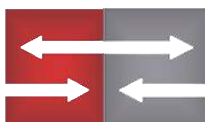
01/01/2014 - 04/18/2014

Non-Packaged Searches

Search Type	# of Searches	Avg Price	Total Price
FACIS Level 3	3	\$9.95	\$29.85
Past Address History	20	\$1.50	\$30.00
Instant National Criminal Search	37	\$3.31	\$122.45
Statewide Criminal Search	12	\$9.83	\$118.00
County Criminal Search	92	\$7.79	\$716.46
Federal Criminal Search	54	\$12.00	\$648.00
Education Verification	3	\$11.62	\$34.85
Past Employment Verification	7	\$14.51	\$101.55
Reference Verification	2	\$15.00	\$30.00
Bankruptcy Report	30	\$12.00	\$360.00
Credit Report	5	\$4.50	\$22.50
Driving History Report (MVR)	4	\$10.81	\$43.25
Pre-Adverse Action Letter	3	\$2.00	\$6.00
Adverse Action Letter	8	\$2.00	\$16.00
I9 Employment Eligibility Verification	1	\$2.00	\$2.00
Drug Test-5 Panel (LabCorp)	2	\$17.50	\$35.00
Drug Test-10-Panel (LabCorp)	2	\$35.00	\$70.00
Drug Test-5-Panel (Quest)	2	\$0.00	\$0.00
GASTATEWIDE	3	\$0.00	\$0.00
Patriot Database Search	3	\$0.00	\$0.00
Totals	293	\$8.14	\$2,385.91

Packaged Searches

Package	# of Packages	Avg Price	Total Price
All Aliases Natorime	3	\$0.01	\$0.03
Drug Package	7	\$38.57	\$270.00
Ga Package	2	\$9.95	\$19.90
HSS Combo Pck	1	\$0.00	\$0.00
Totals	13	\$22.30	\$289.93



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Customer Service Ticket System

There are three ways to get in touch with a customer service representative: Live Chat, Phone, or Email.

Live Chat and Phone calls will be handled instantly. Live chat is basically an instant message service.

If you email us at customerservice@s2verify.com, however, we use a ticket system. This allows us to resolve issues based on when they were reported. If you email customer service, they will respond once your ticket # comes up.

Imagine that you sent an email that said, "I am having issues ordering reports. Please help." Once your ticket number comes up in our system, customer service will respond. You will get an email that looks like this:

Comment From Customer Service

██████████ **← Your Ticket #**

[ticket: 2140094]
Thursday, May 15, 2014 10:53

Brandon Hess,

A comment has been added to the following support ticket.

As always, it is our pleasure to assist in any way possible!

Ticket #: 2140094
Subject: test email
Status: Comment Added
Comment: [May 15 2014 10:53AM] : Hello Brandon!

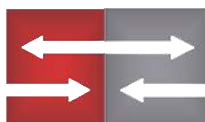
What company are you with and what is the best number to reach you at and I would be more than happy to help you get your problem resolved.

Courtney

You can either respond to the email or click the link to attach comments in a running dialogue with customer service. Following the link is recommended.

You can view or add comments to this ticket here:
<http://www.livehelpnow.net/ticketstatus.asp?c=12518&em=brandon.hess@s2verify.com&dct=1&tid=2140094>

If you have any further questions or concerns, please do not hesitate to contact us.



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Customer Service Ticket System

When you follow the link to view or add comments, it will look something like this:

Ticket ID
2140094 (05/15/2014)

Status
Closed

Your Name
Brandon Hess

Your Email
brandon.hess@s2verify.com

Category
Email to ticket

Priority

Title
test email

Problem
Hey Courtney,

I'm having trouble with my background screening ;)

Solution

[15 May 2014 10:53:33]

Hello Brandon!

What company are you with and what is the best number to reach you at and I would be more than happy to help you get your problem resolved.
Courtney

[15 May 2014 11:29:16]

I'm with S2Verify and you can reach me at 770.649.8282 extension 1013. Thank you Courtney!

[15 May 2014 11:42:20]

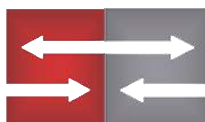
Perfect!

I will give you a call now.

Talk to you soon!

Courtney

Once an issue is resolved, the status will say "Closed". In this case, "resolved" means that a customer service representative will be reaching out to Brandon via phone to help him with his problem.



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Thanks For Choosing S2Verify

Still have a question?

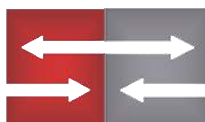
We understand that this guide does not cover every possible issue you may experience. That is why a customer service representative is available from 8am-8pm EST to handle any and all questions.

Phone: 1-855-671-1933

Email: customerservice@s2verify.com

www.s2verify.com

Screening simplified



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