



Background Check 21 User Guide



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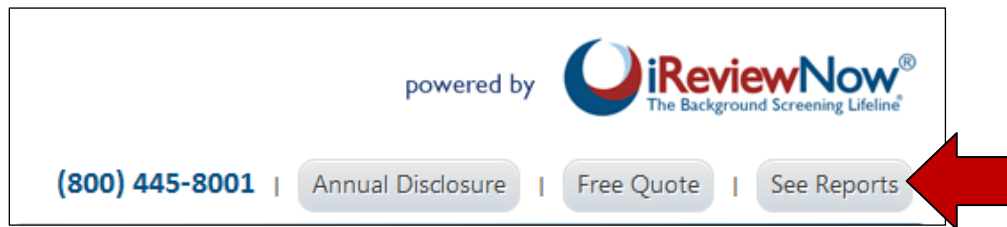
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SecurTest Website Login Instructions

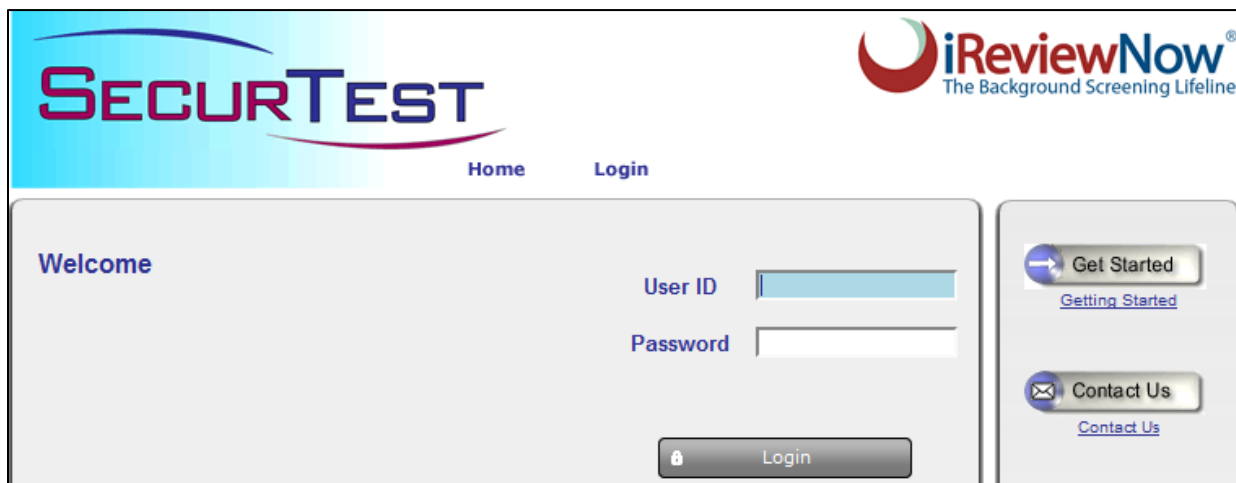
Important Notice: You will receive a User ID and Password via email for the SecurTest website to order and view background reports. Passwords can be changed after your initial login, but should be changed every 30 days for security purposes. Please maintain the security of your User ID and password.

PII (personal identifiable information) such as SSN or DOB's will never be transmitted through email or sent in background reports.

1. Go to www.securtest.com
2. Click "See Reports" in the top right corner.



3. Enter your User ID and case-sensitive password on the login page. When finished, click "Login."

A screenshot of the SecurTest website login page. The page has a blue header with the "SECURTEST" logo and the iReviewNow logo. Below the header, there are two navigation links: "Home" and "Login". The main content area is divided into two sections. On the left, there is a "Welcome" message and a login form with fields for "User ID" and "Password", and a "Login" button. On the right, there are two buttons: "Get Started" with a blue arrow icon and "Contact Us" with an envelope icon. Below each button is a link: "Getting Started" and "Contact Us".

Please Note: If you have issues with your User ID and/or Password, please email compliance@securtest.com or call 1-800-445-8001 (International Toll Free) for assistance.

How to View Reports Online

1. After logging into the website, reports may be viewed by utilizing the “**Results Quick-Search**” feature in the bottom left corner (if you know the candidate’s name or Work Order/Reference #) or by clicking on the “**Results**” tab in the upper right corner.



The screenshot shows the SecurTest website interface. At the top right is the iReviewNow logo. Below it is a navigation bar with tabs: Home, Admin, Request, Results, Status, and Logout. A red arrow points to the Results tab. Below the navigation bar is a welcome message: "Welcome to our website." On the left side, there are three main sections: "Online Apps", "My Results", and "Results Quick-Search". The "My Results" section displays a grid of report status icons: Completed (8), Not Viewed (7), Last 7 Days (3), Discrepancy (4), Partial (1), Supplemental (0), Archived (0), and Draft Orders (0). Below this is a "Messages and Notifications" section with buttons for "View Messages" and "View Orders In Draft Mode". The "Results Quick-Search" section contains input fields for Last Name, First Name, SSN, Reference, and Requestor, along with a "Find" button. A red arrow points to the "Results Quick-Search" section. The main content area on the right is titled "General Information" and contains text about consumer authorization and a disclaimer for California consumers. A red arrow points to the "Results" tab in the navigation bar.

SECURTEST

Home Admin Request **Results** Status Logout

Welcome to our website.

Online Apps

My Results

Completed (8) Not Viewed (7) Last 7 Days (3) Discrepancy (4)
Partial (1) Supplemental (0) Archived (0) Draft Orders (0)
Avg TA: 852.00 Hrs / Hit Ratio: 83.33 %

Messages and Notifications

View Messages

New Messages (0) / Previously Read (0)

View Orders In Draft Mode

Results Quick-Search

Last Name:
First Name:
SSN: - -
Reference:
Requestor:
Find

General Information

Welcome to SecurTest and the exclusive patented iReviewNow System.

Click the link below to open a new Consumer Authorization, which must be executed by each individual/consumer that will require a Background Check. You may also use your custom SecurTest Consumer Authorization. [Click here for the Authorization.](#)

For California consumers: This report does not guarantee the accuracy or truthfulness of the information in regards to the subject of the investigation, but only that it is accurately copied from public records. Information generated as a result of identity theft, including evidence of criminal activity, may be inaccurately associated with the subject of the report. If the consumer seeks to obtain a copy of this report or to review his or her file, we will provide the consumer a written notice in simple, plain English and Spanish of his or her right to receive all disclosures required by California law.

Consumers have the right under Section 1786.22 of the California Civil Code to contact SecurTest during normal business hours to obtain copies of their file.

SecurTest also uses the patented iReviewNow.com System, which is the only invention designed to help consumers (subjects of background reports) obtain real-time access to their files (reports), dispute inaccuracies (if any), explain information that may negatively impact an employer or other user of our reports, and explain steps they have taken to improve themselves since the reported negative life-event. Go to www.iReviewNow.com for more information. [Click here to go to iReviewNow.](#)

2. You will see a list of reports that have been added to the website for your review under the “**View Results**” tab.



3. Click “**View**” on the right side of the screen to view and/or print the full report in a PDF format. You may also print the background report by selecting the box to the left of the Name and then clicking “**Print All Selected**” below the list results.

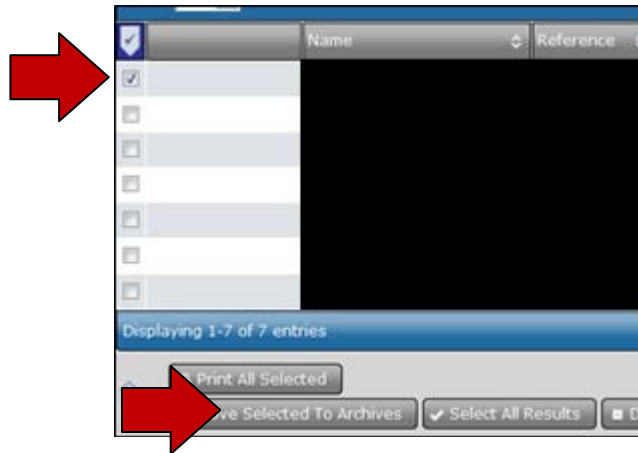


Reminder: Reports will not contain full Social Security Numbers or Dates of Birth.

4. Click on the **Paper Clip Icon** to view and/or print any records or documents that have been uploaded for your review.

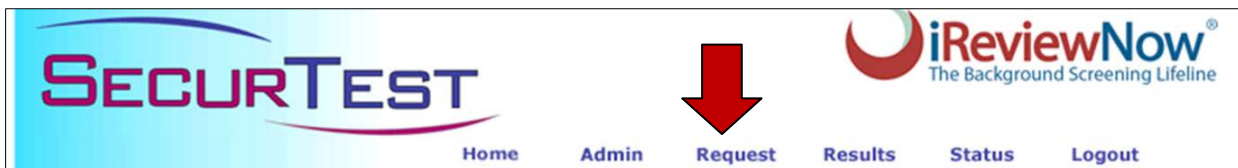


5. Once you have reviewed the report and no longer need to view it, you can click on the box to the left of the candidate's name and then select **"Move Selected Report to Archives."** This will remove the report from the main screen to the archived results database.




How to Order a Background Check 21 Report

1. You will need the following information from the candidate to submit a standard Background Check 21 request (A-G are found on the Consumer Authorization Form)
 - A. Name
 - B. Address
 - C. Date of Birth
 - D. Social Security Number (or government issued ID if the candidate does not have a SSN)
 - E. **Contact Telephone Number** (preferably a cell phone number)
 - F. **Email Address** (if available)
 - G. Consumer Authorization Form (“iReviewNow Agreement”) (completed and signed by the candidate)
2. Login to the SecurTest website and click “**Request**” in the top right corner to order reports.




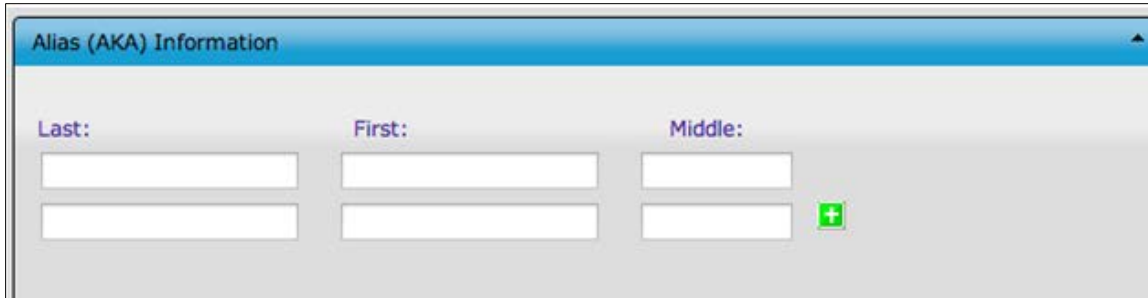
3. Select **Background Check 21 A, B, or C** depending on your company’s requirements.



4. Adding Additional Information to a Search Request

a. Alias (AKA) Information

- Enter maiden names or aliases the candidate has provided on the Consumer Authorization form into the “**Alias (AKA) Information**” section. Leave these fields blank if you do not know of any alternate names. Click the Green  button to enter additional names.

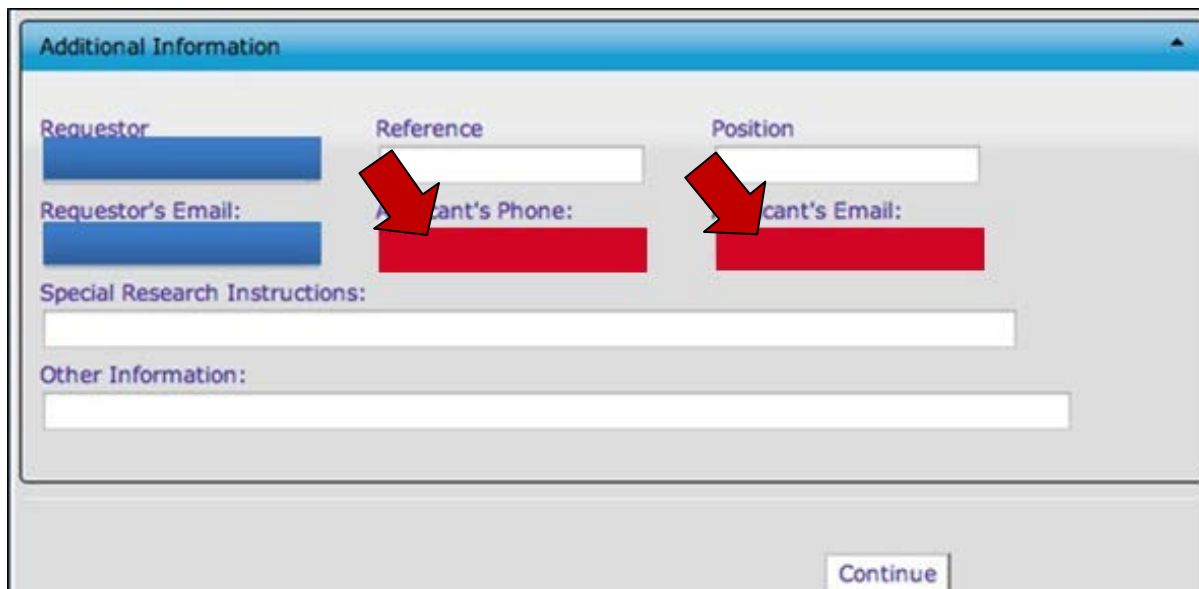


Alias (AKA) Information

Last: First: Middle:

b. **Additional Information** ****Important****

- It is extremely important that the candidate's **phone #** and **email** are entered in the “**Additional Information**” section as they will help us notify the candidate that his or her report is ready for viewing. Free emails can be obtained from providers such as www.gmail.com, www.yahoo.com, and many others. Please explain the importance of providing this information as it is part of the iReviewNow Authorization process. When you are finished with this section, please click “**Continue.**”



Additional Information

Requestor:

Requestor's Email:

Reference:

Candidate's Phone:

Position:

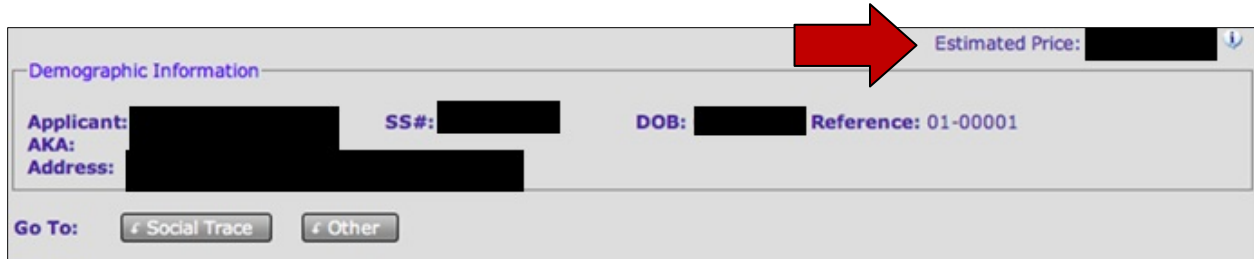
Candidate's Email:

Special Research Instructions:

Other Information:

c. **Estimated Price**

- The next section will show you the estimated price of the package(s) you have ordered.



Demographic Information

Applicant: [REDACTED] SS#: [REDACTED] DOB: [REDACTED] Reference: 01-00001

AKA: [REDACTED]

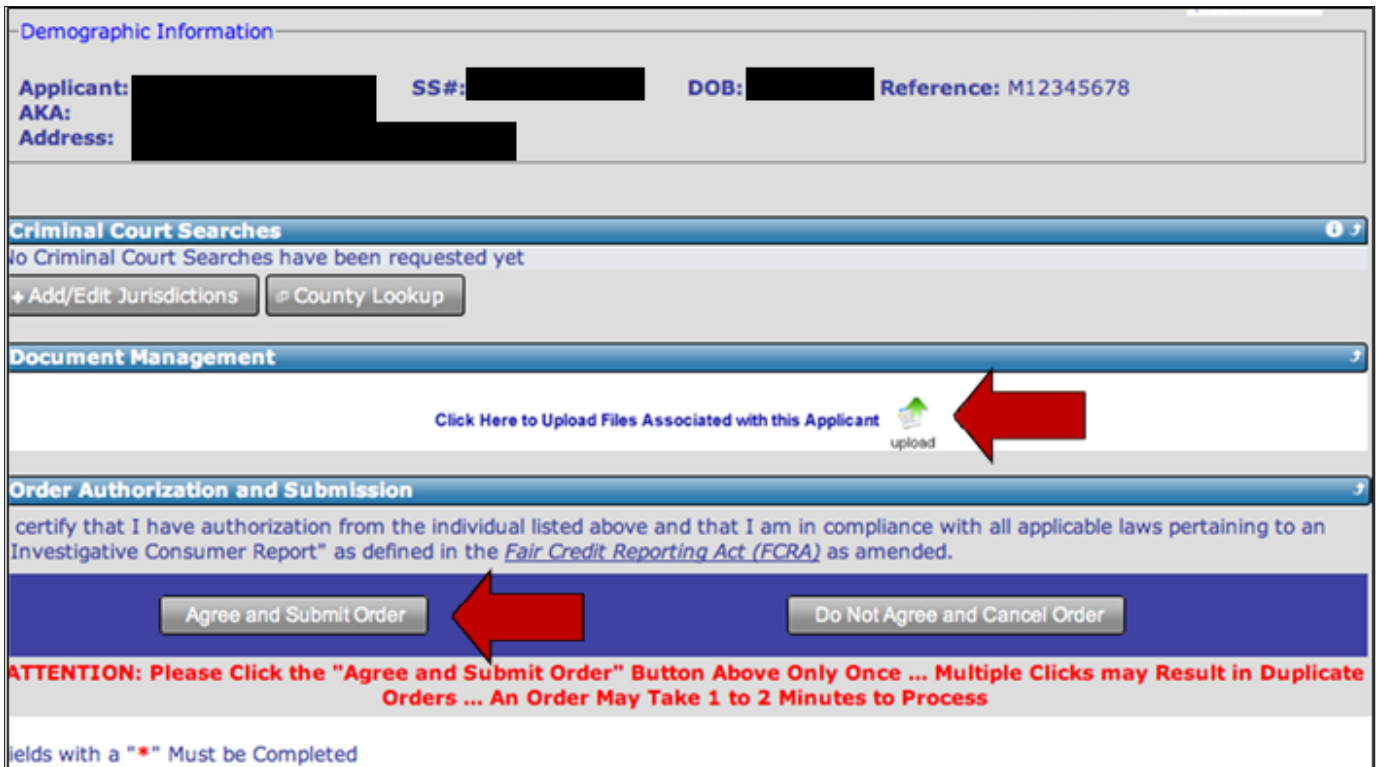
Address: [REDACTED]

Go To:

Estimated Price: [REDACTED]

5. Uploading the Consumer Authorization

- a. Before completing your order, the Consumer Authorization Form must be uploaded. This form gives us the candidate's permission to conduct a Background Check.



Demographic Information

Applicant: [REDACTED] SS#: [REDACTED] DOB: [REDACTED] Reference: M12345678


AKA: [REDACTED]

Address: [REDACTED]

Criminal Court Searches

0 Criminal Court Searches have been requested yet

Document Management

[Click Here to Upload Files Associated with this Applicant](#) 

Order Authorization and Submission

certify that I have authorization from the individual listed above and that I am in compliance with all applicable laws pertaining to an Investigative Consumer Report" as defined in the *Fair Credit Reporting Act (FCRA)* as amended.

ATTENTION: Please Click the "Agree and Submit Order" Button Above Only Once ... Multiple Clicks may Result in Duplicate Orders ... An Order May Take 1 to 2 Minutes to Process

Fields with a "*" Must be Completed

- b. After uploading the authorization form, click **"Agree and Submit Order"** to complete your order.

Optional Additional Searches

- If you are interested in ordering additional searches such as driving checks, education verifications, reference checks, or credit reports, please contact SecurTest at 1-800-445-8001 as these are not standard for the Background Check 21 Packages.

How to Use Your Background Check 21 Results

Please use the following steps and guidelines upon receiving the results of a background check.

1. Pass or Eligible Results:

- If a candidate receives a pass or eligible result for a report, you do not need to take any further action.

2. Fail/Ineligible or HR Review Results:

- If a candidate receives a derogatory, adverse, or potentially adverse result from a background check that negatively impacts your hiring, retention, or access control decisions, please follow the below **Pre-Adverse Action** and **Post-Adverse Action** sections as well as the iReviewNow section to ensure compliance with the SecurTest User Agreement, FCRA, EEOC, and other state and federal laws. Note: If you choose SecurTest as your provider, you will be able to decide whether you handle these action steps or if we will handle them as your agent. Examples of the following action letters can be found under the “**Results**” tab after you login to the SecurTest website.

A. Pre-Adverse Action:

- A copy of the background report, a pre-adverse action letter, and a copy of FCRA rights must be transmitted to the candidate. Please select one of the following options to complete this step:

Option 1: SecurTest can transmit the pre-adverse action information through iReviewNow depending on your account. Note: If the candidate does not have internet access, you must send the pre-adverse action information by mail.

Option 2: You may mail all pre-adverse information or call the candidate to have them return to your HR department to receive a hand-delivered copy.

B. Post-Adverse Action:

- Once a reasonable amount of time has expired (typically 5 days), a post-adverse action letter must be transmitted to the candidate. Please select one of the following options to complete this step:

Option 1: SecurTest can transmit the post-adverse action information through iReviewNow depending on your account. Note: If the candidate does not have internet access, you must send the post-adverse action information by mail.

Option 2: You may mail all post-adverse information or call the candidate to have them return to your HR department to receive a hand-delivered copy.


3. Generating Pre and Post-Adverse Action Letters

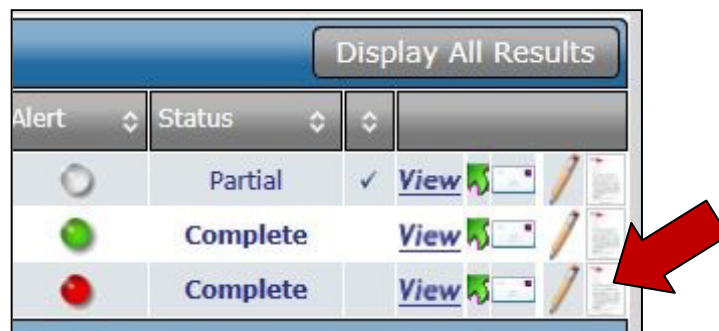
- SecurTest can generate pre and post-adverse action letters based on your account set-up. Please use the following steps to generate action letters:

Pre-Adverse Action Letters

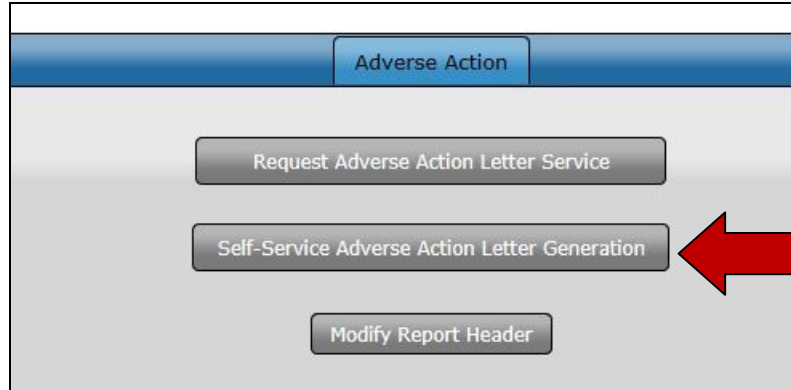
A. Log-in to the SecurTest website and click “**Results**” in the top right corner.



B. Find the candidate's name and click on the **Adverse Action Icon**  on the right side of the page.



C. Click **“Self-Service Adverse Action Letter Generation”** to generate Adverse Action letters and mandated documents required by the FCRA. Note: Please only select **“Request Adverse Action Letter Service”** if requested in your contract with SecurTest.



A screenshot of a web interface with a blue header bar containing the text "Adverse Action". Below the header, there are three buttons: "Request Adverse Action Letter Service", "Self-Service Adverse Action Letter Generation", and "Modify Report Header". A red arrow points to the "Self-Service Adverse Action Letter Generation" button.

D. Select **“Pre-Adverse Action Letter”** and **“Submit.”**




A screenshot of a web form titled "Self-Service Adverse Action Letter Generation". The form contains the following fields and options:

- Applicant:** Florio, Chien (with a red arrow pointing to the name)
- Requesting:** Pre-Adverse Action Letter Adverse Action Letter
- Delivery Method:** Print and Send by Standard Mail
- Applicant's Mailing Address:** [Redacted]
- Submit** button (with a red arrow pointing to it)

E. Scroll to the bottom of the page and select each of the following attachments:

- **“Include a Copy of the Results Reports”**
- **“Include the FCRA Summary of Rights”**
- **“iReviewNow”**

You will also have the option to receive an email reminder to send the Post-Adverse Action Letter. Please be sure to list the correct email address.



Attachments:

- Include a Copy of the Results Report
- Include the FCRA Summary of Rights
- iReviewNow

Future Letters:

- Save any changes to this Letter text for future Pre-Adverse Action Letters

Follow-Up Letter:

- Send Me an Email Reminder to Generate the Follow-Up Adverse Action Letter

Reminder E-mail Address

F. When you are finished, click “**Generate**” to create the Pre-Adverse Action Letter and the Attachments to be hand delivered or mailed to the candidate. We recommend a return receipt if the documents are mailed to ensure delivery.

Post-Adverse Action Letters

G. Please use the following steps when you have decided to not hire or retain a candidate based on the background check 21 results, review of the iReviewNow information from the candidate, and your individualized assessment.

- Follow steps A-C above. On step D, click “**Adverse Action Letter**” and then “**Submit.**” This will generate the Post-Adverse Action letter to be hand delivered or mailed to the candidate.

Self-Service Adverse Action Letter Generation

Applicant: Florio, Chien

Requesting: Pre-Adverse Action Letter Adverse Action Letter

Delivery Method: Print and Send by Standard Mail

Applicant's Mailing Address:

[Redacted Address Line 1]
[Redacted Address Line 2]

Submit

iReviewNow – The Missing Piece of the Background Screening Puzzle

New FCRA and EEOC mandates along with other federal and state laws or regulations make using iReviewNow a critical aspect of your background screening program. iReviewNow is the only patented background screening solution that will help ensure you are compliant with these rules. The following section will help you understand iReviewNow, how to use it, and how to use the iReviewNow Individual Assessment Feature.



TRANSPARENT

iReviewNow is the only system that allows candidates to see their report (pass or fail) at the same time as you. This step allows candidates the crucial opportunity to dispute any inaccuracies before adverse hiring decisions are made or provide context and rehabilitation history in accordance with the EEOC mandates.

ACCURATE

When background reports identify adverse or potentially derogatory information, candidates are able to see exactly what has been found as our system notifies them through text messages and emails to review their results. They can then dispute any inaccuracies or misidentification of criminal records securely online at ireviewnow.com/go

Reporting mistakes often lead to a candidate being passed over for a job in favor of other candidates. These unfair and now illegal hiring practices have led to the new EEOC and FCRA guidelines and multi-million dollar lawsuits against employers and their background screening providers.

The iReviewNow process is interactive with candidates as they are able to add details in the report to explain any potentially negative information. This allows the candidate to give context to their past by telling their side of the story and demonstrating what self-rehabilitative steps they have taken since the event occurred.



RELIABLE

When you have the 360-degree view of the candidate, you can make fully informed hiring decisions. This mitigates, if not eliminates, your risk of making discriminatory hiring decisions and negligently hiring unfit candidates that do not meet your criteria. SecurTest's quality background screening programs, with Accuritized[®] reporting powered by iReviewNow, protect candidates' legal rights and ensure employers' hiring practices comply fully within EEOC and FCRA regulations.

HOW IREVIEWNOW WORKS

The iReviewNow Agreement found on the Consumer Authorization form is filled out by the candidate prior to the background check request. After the request has been processed, a copy of the report is made available to the candidate at iReviewNow.com and he or she will receive a text message, email notification, or will be notified by you that the report is complete. The candidate can then login to the SecurTest website with a unique User ID and password to review the report and answer the user-friendly iReviewNow questions ensuring transparency, fairness, and accuracy. If he or she does not create an online login account, we will transmit a copy of the background report to the candidate's provided email address. The report will not contain any PII information such as Social Security Numbers or Dates of Birth which mitigates misuse of the report or identity theft concerns.

If the candidate would like to dispute any item in the report, iReviewNow will instantly alert you and will instantly trigger our reinvestigation of the disputed item(s). Though the FCRA provides 30 days to complete the investigation, SecurTest finds this unacceptable as positions are usually filled during this period. Our average reinvestigation time is one business day which will allow you time to wait for our results before making any final decisions regarding the position. This will also help to eliminate claims of damages by the candidate. We will instantly transmit the reinvestigation results to the subject upon completion.

iReviewNow allows the subject to provide context for the adverse information. The EEOC guidelines expect employers to allow candidates to present themselves in the most favorable light. iReviewNow also allows the candidate or employee to provide what the EEOC and FCRA define as "self-rehabilitation" information and evidence. Candidates can explain the proactive steps taken to rehabilitate themselves since the derogatory event such as changing their behavior and improving their qualifications thus giving you a 360-degree view of the "whole person." Though you have the final authority to determine the best and most qualified candidate for the position, you will have more than a stark black-and-white background report—you have additional information, often known only by the candidate.

Example: A person with a conviction for writing a bad check can explain the circumstances that resulted in the conviction. A person can tell you what he or she have done to improve themselves since the conviction such as completing or continuing their education, community service, or other positive behaviors that demonstrate their efforts toward rehabilitation. Candidates can upload documents that may help support their commentary.

Your applicants are often your existing customers and your best advocate in your community and beyond. We treat your applicants with respect and dignity and allow them to see their report at the same time as you. This ensures that candidates and employees continue to see your organization as being fair, transparent, and committed to reporting the highest standards. Clients that use iReviewNow are using the only patented solution that ensures compliance with state and federal laws, guidelines, and mandates. iReviewNow is the solution that protects your organizational brand by ensuring accuracy and transparency.

IREVIEWNOW INDIVIDUALIZED ASSESSMENT TOOL

Part of the iReviewNow patent is our 360-degree Individualized Assessment Tool. Recent EEOC mandates require you to perform an individualized assessment of a candidate with adverse history (i.e conviction records) to help prevent discrimination of protected groups. Our tool will help you evaluate the candidate and have supporting documentation for each hiring decision.

When an individualized assessment is necessary, you will be directed to <http://www.ireviewnow.com/ireviewnowassessment> or you may Click [Here](#). This tool will help you evaluate each background report that contains negative, derogatory, or potentially derogatory information before making a final decision.

Best Practices

- Take reasonable steps to be consistent in your hiring, retention, and access decisions.
- Establish policies and procedures that you and your legal counsel review on an annual basis or more frequently as needed.
- Follow the FCRA, EEOC and other federal and state laws and use iReviewNow, pursuant to our agreement.
- Assess your risk by position, level of supervision, and qualifications of each candidate.
- Documentation is your best friend. Always document both hire and no-hire decisions.
- Audit your internal procedures.
- Audit SecurTest to ensure we are meeting your needs and following your procedures.
- Communicate with your SecurTest Team, as we are always available to answer your questions and exceed your expectations.
- Call our Senior Executive Team, including our CEO, Steven C. Millwee, to ask questions. Take advantage of our expertise and training.
- Do not ignore your FCRA obligations as the law requires these steps to be followed.

Our Customer Service and Compliance Team is available to answer your questions and train your team in using SecurTest and iReviewNow.

Contact us today and discover the iReviewNow difference!

(800) 445-8001 compliance@securtest.com

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U.S. Patent No. 7,979,908 is the patent of Steven C. Millwee, as assigned to licensed users, including SecurTest, Inc. and iReviewNow LLC.