

Quick Start Guide to HireRight Account Features

Contents	
You're NEW – Let's get started	2
Getting Help	
Let's get you familiar with your Account Features	
SEARCH:	4
ORDERS AND REPORTS:	4
MENU:	5
How to Place a New Order	6
Notifications	11
Monitor the order details	12
How to Stop the Processing of an Order	14
Stop Processing - Product Level	15
How to Add a Service to your Order	17
Learn More about HireRight platform, products and services	

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NOTE: Account configurations may differ. For instance, package names and fields for collecting internal information for invoicing purposes may or may not be present in your live account. These options are not shown in the general images provided in this guide.



You're NEW – Let's get started

- Sign-in at https://ows01.hireright.com/login/
- Enter your provided Company ID, user name and temporary password and click Login.
- Review the Legal Requirements at the bottom of the login screen.
- First time access will include a prompt for you to create a personal password and a password reminder for future help should you forget your login.

By completing these steps, you can get help retrieving any of these three items by clicking the link: "**Need help with login**?" below the Login button. It will open to a self-service screen to help with the required Login fields, or if your account is locked.

	Company ID:		
	Company ID.	(?)	
	User Name:		
		(?)	
	Password:		
	<u>\</u>		
	Remember my Compa	inv ID and User Name	
	Remember my Compa	ny ID and User Name	
	Remember my Compa	ny ID and User Name	
		iny ID and User Name	
	Remember my Compa	ny ID and User Name	
	Log In		
	Log In		
	Log In Need help with logging in	2	
USTOM	Log In Need help with logging in	2	system, you make certifications as and when stated in the Legal
	Log In Need help with logging in ERS/RECRUITERS: By logging	2 g into or using the HireRigh	system, you make certifications as and when stated in the Legal Right for employment purposes, you certify compliance, as
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<mark>equirem</mark> pplicable	Log In Need help with logging in ERS/RECRUITERS: By logging ents. By ordering or viewing Ac with Fair Credit Reporting Ac	2 g into or using the HireRigh a screening report from Hir tt Section 604(b)(2)-(3), Califi	Right for employment purposes, you certify compliance, as
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equirem oplicable ws requ Il activitie	Log In Need help with logging in ERS/RECRUITERS: By logging ents. By ordering or viewing with Fair Credit Reporting Ac ring disclosure to or authoriza es on this system may be mon	g into or using the HireRigh a screening report from Hin ct Section 604(b)(2)-(3), Califi ation by the subject consum itored and/or recorded by H	Right for employment purposes, you certify compliance, as ornia Civil Code Section 1786.12, and any other comparable state er. The HireRight system is for authorized users only.
equirem pplicable aws requ Il activitie DB APPI	Log In Need help with logging in ERS/RECRUITERS: By logging ents. By ordering or viewing with Fair Credit Reporting Ac ring disclosure to or authoriz es on this system may be mon ICANTS: To fill out your back	g into or using the HireRigh a screening report from Hin ct Section 604(b)(2)-(3), Califi ation by the subject consum itored and/or recorded by H iground forms online, refer	Right for employment purposes, you certify compliance, as rnia Civil Code Section 1786.12, and any other comparable state er. The HireRight system is for authorized users only. ireRight security personnel. Unauthorized use is strictly prohibited

Please refer to the multi-factor authentication document for additional login security practices in place.



Getting Help

We generally support both technology and service delivery questions for our products and services, for instance:

- · Questions or clarifications about using our ordering platform
- Technical issues regarding our platforms and integrations that may arise
- Inquiries into your existing reports that have been submitted or completed
- Questions or clarifications about user set-up, permissions and roles
- Password resets

Let's get you familiar with your Account Features

This section describes the key areas of your HireRight account home page that you will see once you have logged into your account.

- The left menu can be collapsed if required using the 'X' icon, Account Status is only visible if account level action is required, Alerts sent from HireRight that may require action or be for your information only regarding in progress orders, Announcements from HireRight related to maintenance and service updates and Recently Viewed Items
- 2. Search
- **3.** Select Account and Sign Out
- 4. Menu to access additional account or program tools such as Account Setup, I-9 Forms, Billing, etc.
- 5. Help & Training for contacting Customer Service or accessing reference materials
- 6. Screening Manager dashboard for viewing orders in real-time or results

 × HIRE_RIGHT[*] ▲ Account Status ↓ Alerts ④ Announcements ♥ Recently Viewed Items DHS Manager 			✓ Last 90 day	ys 🗸		nced Download	Note Mo	Select Account: Beach Parent Test Company. In Beach Parent Test Company. ILC Julie's Sandbox Test Account Kari's Sandbox Test Account Rick's Sandbox Test Account	HireRight Training. I Sign Out Data Location: United States @ 3 NEW ORDER Refreshed 1 minute ago @
> I-9 Forms	First Name	Not Submitted	In Progress	Status	Request Date	Completed Package	Cancelled	od	
My Collection Sites	PJ mischalme	Middle Name	Lust Nume	status	Request Date	Puckage	COVID-15 ARECO	ra	
> Employment Screening									
Management Reports									
Price List									
Billing									
> Account Setup									
Compliance Central									
> Forms & Documents									
> Guidelines									
> Help & Training									
TRAINING & 5									



Page 4 of 18

SEARCH:

To find an order, use **Search**. Search allows you search for requests by: Applicant First Name, Applicant Last Name, Personal ID, and Request ID. Search can be used to find orders that are no longer visible on the Screening Manager dashboard. Search also supports a Search All Accounts feature, if applicable.

×	E.g, Joe, Jo%, ab-12345	67cd	Q		View Report	ch Parent Test Company HireRight Training, Sign
HIRE RIGHT					Re-assign User	Data Location: United State
📫 Alerts	Screening Manager	Search (sara	h) ×		Extend	
(i) Announcements	NEW				Download	
C Recently Viewed Items	Order Se	arch	Print D	o 🕞 No	Advanced Download	NEW ORDER
DHS Manager	sarah		Q (Note	
I-9 Forms	No F Pen I-9		<u> </u>		Print	Right-click for menu
My Collection Sites					Edit Flex Fields .	
	Account	First Name	Middle Name	Last Name	Delete	Status Type ↑ Request Date
Employment Screening	✓ Beach Parent Tes	Sarah	Anne	Adams	Adjudicate	2352Q Meets Company Background Requ May 17, 2022
Management Reports	Beach Parent Tes	Sarah	Anne	Adams	Consent Form	ZQ7ME 80% Completed Background Requ May 16, 2022
Price List	 Beach Parent Tes 	Sarah	Anne	Adams	Initiate I-9	Y72DB Does Not Meet Co Background Requ Aug 16, 2022
Billing	Beach Parent Tes	Sarah		Adams	Flag	 Invitation Expired Background Requ Apr 6, 2022

ORDERS AND REPORTS:

The **Orders and Reports** area displays real-time information on orders. Orders are organized by **Status Tabs**, described below.

- Invitations: View, Resend, or Cancel
- Not Submitted: Orders that were initiated but not submitted to HireRight for processing and require requestor to take additional steps for submission
- In Progress: Real-time details for submitted orders
- Pending Adjudication: Enabled for customers using Adjudication Services Features Completed orders that require your organization's review and final status setting
- **Completed:** Orders that are completed and available results posted
- Cancelled: Cancelled orders

Inv	itations	Not Submitted	In Progress	Pendin	g Adjudication 0	Completed	Cancelled		
3	First Name	Middle Name	Last Name	Status	Sent	Package	COVID-19 Affect	d	Invitations
	Sarah		Adams	Sent to Applicant	Apr 6, 2022	Custom			Not Submitted
									Pending Adjudicatio
									Cancelled

Note: Additional tabs may be available in some accounts

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HIRE RIGHT [*]	MEN The avai as P featu
(i) Announcements 2 NEW	docu NOT
Recently Viewed Items	the I
DHS Manager	Click othe
> I-9 Forms	Clic
My Collection Sites	supp
> Employment Screening	
Management Reports	
Price List	
Billing	
> Account Setup	
Compliance Central	
> Forms & Documents	
> Guidelines	
> Help & Training	
TRAINING & DOCUMENTATION	

NU:

Menu provides access to various features, ilable based on the logged in user's privileges, such Price List, Management Reports, Account Setup ures, Billing, Compliance resources, printable umentation and help resources.

TE: Package and a la carte pricing can be viewed in Price List.

k on Help & Training to access Live Help and er support resources.

k on the Training & Documentation icon to selfport resources.

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How to Place a New Order

Have access to more than one account? Use **Select Account** first to initiate the order in the desired account.

HIRE RIGHT	karit	(Q					Select Account: Beach Parent Test Company	HireRight Training, Sign_Out Data Location: United States 🖗
Alerts Announcement	Screening Manager	_						Beach Parent Test Company,	
C Recently Viewed Items	Orders	and Repo			wnload 🗘 Adva	nced Download	D NO	ЦС	NEW ORDER
DHS Manager	Current Account	All Users	✓ Last 90 da	ys 🗸				Julie's Sandbox Test Account	Refreshed 1 minute ago 🧿
 I-9 Forms My Collection Sites 	Invitations	Not Submitted	In Progress	Pe	nding Adjudication	Completed	c	Kari's Sandbox Test Account	~
Employment Screening	First Name	Middle Name	Last Name	Status	Request Date	Package	cov	Rick's Sandbox Test Account	
Management Reports									
Price List									
Billing									
> Account Setup									
Compliance Central									
> Guidelines									
> Help & Training									
TRAINING & DOCUMENTATION									

1. Click New Order on the right of the Screening Manager dashboard.

	ka	rit	C	2				Select Account: Beach Parent Test Company 👻	HireRight Training, <u>Sign Out</u> Data Location: United States @
↓ Alerts	Sci	reening Manager							
(i) Announcement			-						
S Recently Viewed Items	C	orders a	nd Repo	orts 🖷	Print Down	load 🗘 Adva	nced Download	■ Note More Options > COVID-19 Affect	
DHS Manager	Cu	rrent Account	All Users	► Last 90 day	rs 🗸				Refreshed 1 minute ago
> I-9 Forms									
	Inv	itations	Not Submitted	In Progress	Pend	ing Adjudication	Completed	Cancelled	~
My Collection Sites	P	First Name	Middle Name	Last Name	Status	Request Date	Package	COVID-19 Affected	<u>⊐</u> ¢∨ ^
> Employment Screening									
Management Reports									

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- 2. Confirm, Select or Add New Job Location and click Next (not shown) in the lower right of the screen.
 - Click Select to view job locations and/or to select a different job location
 - Click Add New to add a new job location

	HIRE RIGHT
Provide Job Location	
Job Location 👔	
Corporate	
Nashville, Tennessee 37214	
County: Davidson	
USA	
Select Add new	

Select Package, using the dropdown arrow. View Order Details to confirm that these are the services you wish to order for the individual who will be screened.

3. Click **Next** to continue.

Packages			
Select Package *			
Sample Pre-Employment Se	reening Package	KIOSK LINK	
Order Details		1	
Add-on Service You set	cted the following add-on services		
Widescreen Plus National Crim Search ©	nal 1		
Prohibited Parties Terrorist Watchlist	1 name		
Education Report	1 institution		
Employment Report Employment Verification	3 employers		
Plages solest the prod	ucts you would like to include in you		
•	ch product and specifying a number where requested	buckground report	

NOTE: A la carte services may be

available and added for an additional fee.

Fees may display for add-on services, as applicable, based on the account configuration.

4. Who will complete the background form

Most accounts are configured to let you enter the information or use the more common workflow to email the applicant an invitation to fill in their data for the order.

Define Order	
Who will complete the background forms?	
Complete background forms myself	
O Email applicant information to log on and complete background forms	

The next step is for the Applicant or Requestor (as appropriate) to complete any requirements via the online form. The order is created only after the applicant (or the requester) submits the forms.



Page 8 of 18

For Email Applicant workflow

- **1.** Enter applicant's first and last names as well as their email address in the provided required fields.
- 2. At the bottom of the page, check the box to confirm you have read and complied with the <u>Legal</u> <u>Requirements</u> for requesting a background check.
- 3. Click **Next** to send the invitation to the applicant.

Form Steps Select Package & Add-ons	Define Order	
> Define Order Condidate Personal Information	Who will complete the background forms?	
Condidate Education Information	O Complete background forms myself	
Employer information Review Order		
Screening Disclosure and Authorization	Email applicant information to log on and complete background forms	
Authorization		
	Applicant Information 1	
	This information will be used to send invitation email to the candidate	
	First Name *	
Find Answers Q		
	Sarah	
Contact Us	Last Name *	
Live Chat	Adams	
E-mail & Phone Numbers		
	E-moil *	
	sarahsmiles@gmail.com	
	Text Message Opt-In	
	Hos the condidate authorized you to subscribe to text messages on their behalf?	
	Yes, I have the candidate's authorization and the candidate acknowledges that standard data or text charges may apply.	
	O 160	
	Mubile Phone * (
	🔜 et 👻	
	Other Information	
	flex field (example)	
	- consistent and the second	
	(optional)	
	UPLOAD DOCUMENTS	
	+ Add Applicant (1/6)	
	Choose Message to Email Applicant	
	Language	
	US English 🗸	
	Default Invitation Letter HTML V Preview / Lait	
	send me a copy of this e-mail	
	Legal Requirements	
	Jove read and complied with the Legal Requirements for requesting a background check. *	
	An (MILLING MILLING) and a second sec	
	PREV	VIOUS NEXT
	1	

If drug or health services are in the package and/or selected services, an additional screen may display.

HireRight makes it easy for Applicants to get answers to frequently asked questions about background screening. Feel free to direct them <u>here</u> before starting the background check.

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Additional options we have available to you for your Applicant Workflow

- Send a text invite. You must have applicant's permission to use this feature.
- Upload documents allows a single file upload of documentation to accompany the order, such as a copy of the degree/diploma, current employment documents, or an MVR release form, to name a few. Requestor can only upload one file. If documents are required once the order is placed, we'll let you know and most likely reach out directly to your applicant.
- Invite additional applicants to complete their information for their individual screening. Click the green plus to Add Applicant. You can send up to five (5) invites at one time. Be sure the job location and services/package you already indicated is applicable.
- A default invitation will be sent to the applicant. HireRight supports Super Users with the ability to modify the email, if desired, by clicking the Preview/Edit button.
- Send yourself a copy of the invitation by checking the box if you wish to receive a copy of the invitation to the applicant.

Additional options can be enabled by HireRight:

- Flex Fields, like the ones shown in the box below, can be added to collect information important to your organization.
- Hiring Manager can be enabled for adding an email for an approved individual in your organization to receive general status notifications about the applicant's order status.
- Language may be enabled for your account, allowing the default invitation to be sent to the applicant in a chosen language. We offer the Applicant Invitations in 25 languages.

Define Order		
Who will complete the background forms?		
Complete background forms myself		
Email applicant information to log on and complete background forms		
Applicant Information 1		
This information will be used to send invitation email to the co	andidate	
First Name *		
Sarah		
Last Name *		
Adams		
E-moll *		
sarahsmiles@gmail.com		
Text Message Opt-In		
Has the candidate authorized you to subscribe to text messages on their behalf?		
Yes, I have the candidate's authorization and the candidate acknowledges that standar	rd data or text charges	may appl
O N0		
Mobile Phone * 🛛 🕕		
Cother Information Files Field (escrepte) Conternal)		
Other Information		
Other Information Par Field (asorypie)		
Other Information Her Field (example) (optional)		
Other Information Files Field (exomptile) (optional) UPLOAD DOCUMENTS + Add Appleont (1/5)		
Other Information Files Field (exomptile) (optional) UPLOAD DOCUMENTS + Add Appleont (1/5)		
Other Information Flas Field (exomple) (optional) UPLOAD DOCUMENTS + Add Applicant (1/5) hoose Message to Email Applicant		
Other Information Flex Field (exomple) (optional) UPLOAD DOCUMENTS + Add Applicant (1/5) hoose Message to Email Applicant (anguage		
Other Information Flex Field (exomple) (optional) UPLOAD DOCUMENTS + Add Applicant (1/5) hoose Message to Email Applicant (anguage	Praview / 1515	
Other Information The Field (exomple) (optional) UPLOAD DOCUMENTS + Asst Apploant (1/5) hoose Message to Email Applicant Language USEnglish V		
Other Information Plac Field (exomptio) (opsenal) UPLOAD DOCUMENTS + Add Appleant ()/6) hoose Message to Email Applicant Language US English V Default Invitation Letter HTML V	Preview / 15/3	
Other Information Ther Field (exomple) (optional) UPLOAD DOCUMENTS + Add Applicant Language US English Defoult Invitation Letter HTML Send me a copy of this 4-mail		

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To Create the Kiosk Link

- 1. Click New Order.
- 2. Select Service Package.
- 3. Click Kiosk.
- 4. Confirm you have read and complied with the Legal Requirements.
- 5. Click Generate Link.



Form Stops > Select Package & Add-ons	Select Pa	ckage & Add-on Servio				
Define Order Candidate Personal Information Candidate Education Information	Packages					
Employer Information	Select Package *		Edit			
Review Order	Sample Pre-Employ	ment Screening Package	~			
Screening Disclosure and Authorization			KIOSK LINK			
	Order Details	Kiosk Link	×			
	Add-on Service					
	Widescreen Plus Natic Search @	I have read and complied with the <u>Legal Requirement</u> Type name of a user and click 'Generate New Link' below to create a				
Find Answers Q	Prohibited Parties Terrorist Wotchlist	Find user: HireRight Training	GENERATE NEW LINK			
Contact Us	Education Report Education Verification	Klosk links currently assigned to the package:				
Live Chat	Employment Report Employment Verification	User	URL			
E-mail & Phone Numbers	Please select th Order additional services by					
	✓ Civil Records	ок			i	
				SAVE	NEXT	

- A reusable kiosk url link is created for the selected package and the initiator, ensuring notifications and (eventually) results are returned to that initiator.
- Provide the url to applicants. This can be done via email, creating a shortcut on a laptop or tablet or a saved browser bookmark.

Form Steps > Select Package & Add-ons	Select Pa	Select Package & Add-on Services					
Define Order Candidate Personal Information Candidate Education Information Employer Information	Packages Select Package *			Edit			
Review Order Screening Disclosure and Authorization	Sample Pre-Employ	ment Screening Package	~	KIOSK LINK			
	Order Details	Kiosk Link		×			
	Add-on Service Widescreen Plus Natic Search @	I have read and complied with the Legal Re Type name of a user and click Generate New Link below to					
Find Answers Q	Prohibited Parties Temorist WatchVist	Find user: HireRight Training		GENERATE NEW LIN			
Contact Us	Education Report Education Verification	Kiosk links currently assigned to the package:					
Live Chat	Employment Report Employment Verification	User	URL				
E-mail & Phone Numbers	Please select th	HireRight Training	https://o kiosk=E7	ws01 hireright.com/ofi2in.htm 2703C4528992194883D748C5			
	V Civil Records	ок				¥.	



Notifications

By default, HireRight typically notifies the order **Requestor** by email for general status updates such as:

- Applicant Invitation Expired
- In Progress
- Action Required (during processing)
- Delay
- Complete
- Action Required (such as review/adjudicate)

Additional Notifications and configurations are available.

Notifications to the **Applicant** are typically made by phone, email or text, when authorized. Common Notifications include:

- Reminder to complete online form
- Copy of electronically signed Consent, Disclosure, and Authorization
- Action Required during processing of the background verification

HireRight will only contact your applicant if:

- 1) Your Guidelines allow us to make contact; and
- 2) If information, documentation or clarification is needed to proceed with the background check
 - a. For example, HireRight needs one or more of the following to proceed with verification or background check:
 - i. Copy of ID
 - ii. Hand signed consent or special release form
 - iii. Documents to support Employment verification
- iv. Copy of Degree/Diploma if school/university has difficulty verifying information **NOTE: The above items are most common but other requirements may arise.**

Responding to Action Required

Additional information, documentation or clarification may be provided to HireRight via phone, email, fax, or upload, as applicable. Details will be included within any HireRight communications.

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Monitor the order details

You will find orders that you have initiated within the appropriate tab: Invitation, Not Submitted or In Progress. Right-click for menu or double-click to **View**. HireRight provides real-time notifications of order status and results posting. Locate your order on the Screening Manager dashboard.

	E.g. Joe, Jo%, ab-1234567cd Q View Report Resend Invite	ipany, LLC <u>Sign Out</u> ion: United States 🝞
📫 Alerts	Screening Manager Re-assign User	
(i) Announcement	Extend	
C Recently Viewed Items	Orders and Reports	NEW ORDER
DHS Manager	All Accounts All Users Last 90 days All Accounts Note	nload
My Collection Sites	Print	
> Employment Screening	Invitations Not Submitted In Progress Pending Adj Edit Flex Fields	_ `
Management Reports	Pi Account First Name Middle Name Last Name SSP Stop Processin	g this Order Request Date
Price List	Beach Parent Tes Sarah Anne Adams Consent Form	May 16, 2022
Billing	Flag	—,
> Account Setup		
> Forms & Documents		
> Guidelines		
TRAINING & DOCUMENTATION		

The report opens, displaying a **Report Summary** of the order details including date submitted/completed, turnaround, package, job location, status of the search or verification, etc.

HIRE RIGHT	E.g, Joe, Jo%, αb-1234567 	Vcd Q					Cari Talmadge , Beach Parent Test Company, I Data Location: Ur	-
<u>↓</u> Alerts	Screening Manager	Sarah Adams - HA_ X						
(i) Announcement								0.000
Recently Viewed Items	🕺 Re-Assign	🛱 Print/Download	P Note	Letters 🗸	🖳 Live Help	R Extend		🖸 Refres
DHS Manager	Report Summary	Report Details	History	Docur	nents	Applicant Data		
My Collection Sites	Sarah Ann	e Adams						
mployment Screening	Request Number:	HA-051622-ZQ7M	1E					
Management Reports	Requested By: Submitted:	Kari Talmadge May 16, 2022						
Price List	Completed:	11dy 10, 2022						
illing	Package:	Sample Pre-Emp Package	oloyment Screer	hing				
account Setup	SSN/National ID: Date of Birth:	**/**/****						
Forms & Documents	Status:	Submitted						
Guidelines	Products	Verification Source	ces 4 Search	Results		Date Completed	Reviewer's comments	
	Widescreen Plus National	Crimi Widescreen Plus	Natio_ 🛈 Pen	ding		May 16, 2022 8:5	9 AM P Add/Edit Comments	
TRAINING & DOCUMENTATION	Education Report	University of Sou	thern 🗸 Clo	sed		May 16, 2022 8:5	9 AM P Add/Edit Comments	
	Prohibited Parties	Prohibited Partie	s 🗸 Clos	sed		May 16, 2022 8:5	9 AM P Add/Edit Comments	
	Employment Report	BCD Company	Clo	sed - Not Verifie	d per Guidelines	May 16, 2022 8:5	9 AM P Add/Edit Comments	



The report opens displaying **Report Details** for the selected service. Scroll up or down using the control on the right to view the full details of processing including any delay notifications, applicant contact and results.

Lerts	Screening Manager Sarah Adams - HA.	
(i) Announcement		O Refr
C Recently Viewed Items	Re-Assign Brint/Download D Note Letters V Ruive Help Retend	C Kul
DHS Manager	Report Summary Report Details History Documents Applicant Data	
My Collection Sites		
	Sarah Anne Adams	Prepared By:
Employment Screening		HireRight, LLC
Management Reports	Complete Report	14002 E. 21 st Street Suite 1200
		Tulsa, OK 74134
rice List	DOB: **/**/****	PHONE: 866-521-6995
Billing	Other Last Name:	FAX: 877-797-3442
	Smith	customerservice@hireright.com
Account Setup		
orms & Documents	Request #: HA-051622-ZQ7ME	Requested By:
onns & bocuments	Turnaround time: seconds	Kari Talmadge
Buidelines	Package: Custom	Beach Parent Test Company, LLC
	Custom Package: Sample Pre-Employment Screening Package	
		PHONE: +1 (949) 428-5838
TRAINING &	Date Request Submitted: May 16, 2022 8:59 AM PDT	E-MAIL: krogers@hireright.com
DOCUMENTATION	Request Completion Date:	
	WIDESCREEN PLUS NATIONAL CRIMINAL SEARCH	
	Widescreen Plus National Criminal Search	

Refer to our Adjudication Guide if you require detailed steps on setting Adjudication status.

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How to Stop the Processing of an Order

NOTE: You must access the order in the account in which it was initiated in order to take any actions other than view. This permission may not be available to all users, by default.

To stop a report that is **In Progress**, go to the **In Progress** tab and **right-click on the request** that you want to cancel.

Select 'Stop Processing this Order'.

X HIRE_RIGHT [*] (1) Alerts (2) Announcements (2) Recently Viewed Items	E.g. Jos, Jo%, ab-1224567cd Screening Manager Orders and Reports	View Report Resend Invite Re-assign User Extend Download	Benet Assoret: Beach Powert Test Company
DHS Manager , I-9 Forms	All Accounts V All Users	Advanced Download Note Print	Refreshed just row Q
My Collection Sites	Fill Account First Name	Edit Flex Fields	leted Cancelled Cancelled 2007
 Employment Screening Management Reports 	Beach Parent Tes., Sarah	Stop Processing this Order	Nov 7, 2022 Custom Criminal Test Package
Price List		Initiate I-9	
Billing		Cancel	
> Account Setup		Flag	•
Compliance Central			

Select the **Reason** for the cancellation by clicking on the pull-down menu and selecting the reason. Click **Stop Request**.

The order will be canceled and moved to the **Cancelled** tab. Canceled orders cannot be restored.

× HIRE, <mark>RIGHT</mark>	E.g. Joe, Jo%, ab-1234557cd	Q		Select Account Beach Parent Test Company, +	HireRight Training, Sign Out
LI Morts	Screening Manager				
Announcements Recently Viewed Items	Orders and Repor	ts 🖶 Print	🗊 Do 🗘 Adv 🗘 Exp 🕞 Note	Mor. 🛩 🗆 Cov.	NEW ORDER
DHS Manager	All Accounts - 🗸 All U	10/1	✓ Lost 00 days ✓		Refreshed 50 seconds ago. 🧿
+ I-9 Forms	invitations Not Submitted		ESSING ORDER FOR SARAH ADAMS ×		
My Collection Sites	F3 Account First!	HireRight has all even if you can			Eov
+ Employment Screening	P Account First	Reason*	- Delivicit - V	ackage	
Management Reports	Beach Parent Tes. Sarah	Comments	Applicant no longer under consideration - Unrelated to Candidate entered wrong information	background replast Package	
Price List			Stop process requested by applicant		
dilling			Recruiter entered the wrong information Duplicate background check		
+ Account Setup			Information already verified is sufficient for recruiter's re	view	
Compliance Central			Request is taking too long		
· Forms & Documents			Position rescinded		
> Guidelines					
Help & Training					

IMPORTANT NOTE: If the "Reason" selection is *'Information already verified is sufficient for recruiter's review'*, *'Position rescinded'* 'or *'Request is taking too long'*, the order will act as completed and be moved to either the **Pending Adjudication** or **Completed** tab, depending on adjudication guidelines and/or account settings.

- For non-adjudicated accounts, the order will move to the Completed tab.
- For adjudicated accounts, the user will need to set a final adjudication status before the order will
 move to the Completed tab.



Stop Processing - Product Level

To stop a product that is already submitted and in progress:

- 1. Access the In Progress report.
- 2. The Report Summary tab will display the current status of each product (service) in the order. You can only Stop Processing Product(s) (service(s)) that show "Pending" or "Waiting for Reply" in the Fulfillment/Search Results column next to the product. If the product has already been completed and has a completed date, it cannot be canceled.
- 3. Right-click on the product you wish to cancel and select **Stop Processing this Product**.
- 4. You are required to select the Reason.
- 5. The comments field is optional. Comments added here will be visible on the "History" tab.

🞗 Re 🖨 Prir	n 🕞 Note 🛄 I	Lett_ V 🛛	Live_ 🕺 Ext_	Q Refres
Report Summary Re	port Details History	Documents A	pplicant Data	
Sarah Ada	ms			
Request Number:	HE-110722-SG844			
Requested By:	HireRight Training			
Submitted:	Nov 7, 2022			
Completed:				
Package:	Custom Criminal Te	st Package		
SSN/National ID:				
Date of Birth:	//			
Status:	Submitted			
Ban The Box Jurisdictions	Current Addres	ss: New York, <u>New</u>	York 11206	
Products	Verification Sources	Search Results	Date Completed	Reviewer's comments
Criminal Felony & Misdemeanor	New York, New York, NY, USA	🖲 Waiting for	Add Comment	Add/Edit Comments
SSN Trace (1)		Provided	Update Stop Processing this Product	
National Sex Offender Registry	National Sex Offender Registry	T Pending		Add/Edit Comments
Widescreen Plus National Criminal Search	Widescreen Plus National Criminal Search	O Pending		Add/Edit Comments

<u>Reminder</u>: Ensure you have selected the appropriate product and/or jurisdiction before you click **Stop Request**. Once you select "Stop Request," the cancellation request is sent to HireRight and cannot be re-opened.

있 Re	n_ 🕞 Note	Lett_ V 🖓 Live_	ℜ Ext	0	Refresh
Report Summary Re	eport Details Hist	ory Documents Applicant	Data		
Sarah Ada	M: STOP PRO	CESSING NATIONAL SEX OF	FENDER REGISTRY	×	
Request Number:	HireRight has a	already started working on this order. You wi uest. Once the cancellation request has proc	I still be charged even if you		
Requested By:	as "Canceled p	uest. Once the cancellation request has proc per Requester".	essed, the product will reflect		
Submitted:	Reason *	- Select -	~		
Completed:		Incorrect information enter			
Package:	Comments	1			
SSN/National ID:		No Longer Needed			
Date of Birth:		Request is Taking too Long			
Status:		1			
Ban The Box Jurisdictions					
Duri The Dux Junistration (1)			7		
		Stop Request			
Products	Verification Sources	Search Results	Date Completed	Reviewer's comments	
Criminal Felony & Misdemeanor	New York, New York USA	, NY, 😈 Waiting for reply		Add/Edit Comments	
SSN Trace (1)		No Information Provided			
National Sex Offender Registry	National Sex Offend Registry	der 😈 Pending		Add/Edit Comments	
Widescreen Plus National Criminal Search	Widescreen Plus No Criminal Search	ational 😈 Pending		Add/Edit Comments	



An automated note is placed in the **Report Details** tab in the product notes indicating the cancellation request.

2. Criminal & Offense His TestTwo, SP	story (Variable Search Depth)
Address(es):	Los Angeles, Los Angeles County, CA, USA
Location Searched:	Los Angeles, Los Angeles County, CA
	 HireRight comments Feb 22, 2021 10:19 AM PST - Delay: Notification sent to requestor: <acooper@hireright.com></acooper@hireright.com> Reason: Court Delay: Los Angeles County, CA - Court processes a limited number of requests per day. The standard processing time is up to 5 business days.
	Feb 22, 2021 10:20 AM PST - Autoclose Operator - Note: closed by client- This request is being closed in accordance with Allison Cooper request.

The **History** tab will log the user who initiated the cancellation, the date/time and the selected reason.

Activity	Activity Reason	Date/Time	User	Result	Result Reason
Invitation sent		Sep 30, 2022 8:19 AM PDT	Allison Cooper		
Applicant submitted form		Sep 30, 2022 8:42 AM PDT	Allison Cooper		
Report submitted	Copy of report	Sep 30, 2022 8:42 AM PDT	Allison Cooper		
Email Notification Sent		Sep 30, 2022 10:40 AM PDT			
Canceled by user	Criminal Felony & Misdemeanor (Irvine, Orange, CA, USA). Reason: No Longer Needed	Sep 30, 2022 10:40 AM PDT	HireRight		

Once HireRight has completed the cancellation request, the product will reflect a status of **Canceled by Requester**. If your account is set up with adjudication, the adjudication status for that product may be visible, depending on the user's permissions.

Products	Verification Sources	Fulfillment Result	Adjudication Result	Date Completed	Reviewer's comments
Applicant Self-Reported Information		✓No Records Self Reported			Add/Edit Comments
Criminal Felony & Misdemeanor	Los Angeles, Los Angeles, CA, USA	Canceled per Requester	芦 Client Review Required 🥖	Aug 22, 2022 9:44 PM PDT	Add/Edit Comments
Self Adjudication 3.0	Self Adjudication 3.0	Complete	芦 Client Review Required 🦉	Aug 22, 2022 9:44 PM PDT	Add/Edit Comments
Self Adjudication 3.0 Civil Upper & Lower	Self Adjudication 3.0 Los Angeles, Los Angeles, CA, USA	Complete	 Client Review Required D Meets Company Standards D 	Aug 22, 2022 9:44 PM PDT Aug 22, 2022 2:42 PM PDT	

If there are other products in progress, the report will remain on the **In Progress** tab until those products have been completed. If additional products need to be cancelled, follow the same steps above.

- Non-Adjudicated accounts: If the product that was stopped was the last product in the package to complete, once the report is qa'd and ready, it will be moved to the Completed tab for review.
- Adjudicated accounts: If the product that was stopped was the last product in the package to complete, an adjudication status will be set based on the report results in accordance with your adjudication guidelines. The report will route to either the Completed or Pending Adjudication tab for review.



How to Add a Service to your Order

The **Extend** feature allows you to add screening services to an order and prefill the existing Applicant information to the new order. Do not use Extend to correct previously submitted information.

If the original order is already **Complete**, the Extend feature will direct you through New Order initiation. If the order is *Completed*, you will receive a message indicating the order is completed and asking if you wish to create a New Order. Click <u>YES if you wish to proceed with the order</u>.

If the order is **In Progress**, the services will be added to the existing order and results are integrated into the existing report.

To Extend an Order:

Locate the order from under the **In Progress** or **Completed** tab. **Right-click on the request** that you want to Extend and select **EXTEND**.

×	E.g. Joe, Jo%, ab-1234567cd Q	View Report	Select Account: Beach Parent Test Company + HireRight Training, Sign_Ou
HIRE RIGHT		Resend Invite	Data Location: United States
📫 Alorts 🛛 🚺	Screening Manager	Re-assign User	
Announcements 2NEW		Extend	
Necently Viewed Items	Orders and Reports 🖶 Print 💽	Download	Note Mor_ Mor_ Cov_ New Order
DHS Manager	All Accounts V All Users V Lo	Advanced Download	Refreshed 30 seconds ogo
> I-9 Forms		Note	
My Collection Sites	Invitations Not Submitted In Progress Pendi	Print	alled
	P Account First Name Last Name	Edit Flex Fields	Date Package To~
 Employment Screening 	Beach Parent Tes Sarah Adams	Stop Processing this Order	22 Custom Criminal Test Package
Management Reports		Consent Form	
Price List		Initiate I-9	
Billing		Cancel	
> Account Setup		Flag	
Compliance Central			
> Forms & Documents			
> Guidelines			
> Help & Training			

You will select the desired services whether a Package or a la carte service(s) and follow steps to complete the order initiation.

× Hire <mark>right</mark>	E.g. Joe, Jo%, ab-1234567cd Q	Select Account: Beach Parent Test Company + HireRight Training. Sign Out Date Location: United States @
Alerts INEW	Screening Manager Extend: Sarah Adams HE	-110722-50844 ×
Announcements 2NEW		· · · · · · · · · · · · · · · · · · ·
Necently Viewed Items	Form Steps	Select Package & Add-on Services
DHS Manager	 Select Package & Add-ons 	
> 1-9 Forms	Define Order	Packages
My Collection Sites	Candidate Personal Information	Select Package *
> Employment Screening	Other Required Information	NO PACKAGE (Custom Request)
Management Reports		
Price List	Review Order	Order Details
Billing		Please select services to include in this order from the list below As you add services, they will appear here. Once you are finished adding services, click Next.
> Account Setup		Please select the products you would like to include in your background report
Compliance Central		Order additional services by selecting each product and specifying a number where requested
> Forms & Documents	Find Answers Q	
> Guidelines		✓ Criminal Records
	Contact Us	Criminal Felony & Misdemeanor



Page 18 of 18

Learn More about HireRight platform, products and services

Using HireRight is simple when you have direct access to the support resources and training you need. HireRight customers have access to the following **complimentary** training resources.



Training & Documentation

Access user guides and FAQs anytime from within your HireRight account by clicking Help & Training or the online training icon, as shown below.

Instructor-Led Training



HireRight hosts regularly scheduled online, instructor-led training sessions to introduce system features, products and processes. These sessions range from 30 – 90 minutes. You may self-register to attend the session(s) of your choice by going to https://www.hireright.com/InstructorLedTraining

HIRE RIGHT	
Alerts	1 NEW
(i) Announcements	2 NEW
Recently Viewed Items	
DHS Manager	
> I-9 Forms	
My Collection Sites	
> Employment Screening	
Management Reports	
Price List	
Billing	
› Account Setup	It's all RIGHT
Compliance Central	inside
> Forms & Documents	
> Guidelines	7
› Help & Training	
TRAINING & DOCUMENTATION	

Have Questions? We have Answers. | <u>Contact Us</u> or connect with us through Live Help once you're in the HireRight platform.