

# HR Compliance Team

Presents

## PageUp/HireRight Integration CBC Training



# Page Up/HireRight Integration

As of March 15, 2022, criminal background checks (CBC) can be initiated from PageUp for the following:

- FAS postings
- TOC (Non-Academic) postings
- HR Analyst will request background check for Support Staff and Extension postings

## Purpose:

- To create a streamline and consistent process for initiating the background check into one system.

## Benefits:

- Eliminate processing step in different system for staffing coordinators and HR Analysts
- Applicant invite link automatically sent by HireRight utilizing the application statuses in PageUp
- Manage/complete the recruitment and criminal background check process in one system



# Page Up/HireRight Integration

To start criminal background check process:

- **For FAS and Executive Management:**

- Applicant need to complete and submit the data collection form.
- Applicant will automatically be placed in the ***"Hire documentation completed"*** status and an email is sent to the staffing coordinator with subject line: Background check reminder.

- **For Temps and On-call:**

- Applicant need to complete and submit the data collection form.
- Staffing Coordinator need to create the hire form in EBS via the TOC Hire integration.
- Applicant will automatically be placed in the "Draft Hire form Created in EBS" status and an email is sent to the staffing coordinator about the background check reminder.
- **After the draft hire form is created please initiate the background check**

[Review Email Notification Templates](#)



# Request Background Check and Package

- Staffing Coordinator would change the application status to *'Request background check'*
- Select appropriate criminal background check package
  - Background checks can be submitted for packages that staffing coordinator already has access to in HireRight
  - If you do not have access to a package, an error notification stating “User not found” for the selected package. You will need to contact the Compliance Team at [cbc@hr.msu.edu](mailto:cbc@hr.msu.edu) to grant correct access
  - Background check can be requested for multiple applicants at the same time with the same package.
  - If an applicant was submitted by an agency/search firm the email will need to be changed from the agency email to the applicant email by the HR Analyst before the criminal background check request is made.
  - Select “Move Now”



# Page Up/HireRight Integration

## Demo: How to Request and Monitor a Background Check

### **HireRight Updates PageUp with Final Result**

1. Application status updated to "Background check complete."
2. Order status updated to "complete."
3. Result status updated to:
  - a. Pass (if Meets Company Standards)
  - b. Fail (if Does Not Meet Company Standards)



# Page Up/HireRight Integration

To View Application Status: Click on applicant's name

Under "Applications" tab view application status for job posting

## Application Status

- **Request background check** = Background check invitation requested, not yet sent to applicant
- **Background check in progress** = Background check invitation completed by applicant (remains in this status until results are returned by HireRight)
- **Background check complete** = Results are returned by HireRight as 'Meets Company Standards, Client Review Required, Pending Potential Conflict'

The screenshot shows the application status for a job posting titled "Test Meets Company Standards TOC". The page has tabs for "Applications", "History", "Scheduled emails", and "Resume". The "Applications" tab is active. Below the tabs, there is a card for application "693104 - Simulated Patient - Variable Rate". The card displays the following information:

Date submitted	Applied via	Status	Offer
Feb 11, 2021	Intranet	Status changed Jan 13, 2022 Background check complete	Offer accepted

The "Status" field is highlighted with a red box. There are also "View profile" and "Add flags" links at the top left, and an "Actions" dropdown menu at the top right.



# Page Up/HireRight Integration

To View Order Status: Click on applicant's name

Under "History" tab select "background checks" from the Item dropdown list

## Order Status

**Pending** = Not yet sent to applicant, **New** = Sent to applicant, **In Progress** = Applicant completed & CBC order created, **Completed** = Results returned

**Test Meets Company Standards TOC** ●

[View profile](#) [Add flags](#)

Applications **History** Scheduled emails CRM Resume

Job: All Item: Background checks

Wednesday, Jan 12, 2022, 12:44pm Primary SC

**Background checks**

Simulated Patient - Variable Rate (693104)

TOC-Standard - Support Staff-3.0 Status: Completed

[View](#) [Delete](#)

**Background check**

Note: Report link will automatically expire after 45 days.

Details:

PageUp ID: 22

Personal: HireRight

Background check: TOC-Standard - Support Staff-3.0

Date requested: Jan 12, 2022

Requested by: Primary SC

Status: Completed

Notes: **No notes were found**

Background check results

**Result:**

Results status: Pass

Result type: Order Status: Completed

Date completed: Jan 13, 2022

Results report: [View the report](#)



# Page Up/HireRight Integration

To View Result Status: Click on applicant's name

Under "History" tab select "background checks" from the Item dropdown list

## Results status

*Pass = Meets Company Standards, Fail = Does Not Meet Company Standards, Review = Client Review Required OR Pending Potential Conflict*

**Test Meets Company Standards TOC** ●

[View profile](#) [Add flags](#)

Applications **History** Scheduled emails CRM Resume

Job: All | Item: Background checks

Wednesday, Jan 12, 2022, 12:44pm  
Primary SC

**Background checks**  
Simulated Patient - Variable Rate (693104)  
TOC-Standard - Support Staff-3.0, Status: Completed

[View](#) [Delete](#)

**Background check**

Note: Report link will automatically expire after 45 days.

Details:

PageUp ID: 22  
Personal: HireRight  
Background check: TOC-Standard - Support Staff-3.0  
Date requested: Jan 12, 2022  
Requested by: Primary SC  
Status: Completed  
Notes: **No notes were found**

Background check results

Result:

Results status: **Pass**

Result type: Order Status: Completed  
Date completed: Jan 13, 2022  
Results report: [View the report](#)





# Resources

- [Review PageUp Background Check Status Crosswalk](#)
- [Review Criminal Background Check Information Page](#)
- [Staffing Coordinator Guide](#)



# Questions....

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