

Applicant Tracking System Tips

PageUp/HireRight Integration

When to Request a Criminal Background Check (CBC):

After the applicant accepts an offer of employment, staffing coordinators will receive an email that it is time to request the CBC.

- **Faculty/academic staff postings:** the CBC should be requested after the applicant has been placed in the application status of “Hire documentation complete.”
- **Temporary/on-call (non-academic) staff postings:** the CBC should be requested after the applicant has been placed in the application status of “Draft Hire Form Created in EBS.”
- **Support staff or extension:** The HR Analyst will request the CBC for support staff or extension postings after the applicant has been placed in the application status of “Hire documentation completed.”

Request Background Check and Select Package:

1. Once the candidate has progressed through the appropriate application statuses the CBC can be initiated.
2. Change the application status to “Request background check” and click “Next.”
 - a. If you would like to request a background check for multiple applicants at the same time:
 - i. Select the check box next to each applicant you'd like to request a background check for.
 - ii. Select “Bulk move” from the “Select a bulk action” dropdown menu.
 - iii. Change the application status to “Request background check” and click “Next.”

Note: When requesting multiple background checks, the same package will be used for all applicants.

3. Select the appropriate package from the “Background check” dropdown list.
 - a. You must select a package that you have access to in HireRight.
 - b. If you select a package that you do not have access to in HireRight, the background check will not be requested, and you will receive an error notification stating “User not found” for the selected package.

Note: A warning message, “Existing background check found. Are you sure you wish to continue?” may appear. Please reach out to the HR Analyst before proceeding.

4. Once the appropriate package has been selected, review and/or modify the email to the applicant about the upcoming invitation from HireRight (if desired).
 - a. 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.
5. Select “Move now.”
 - a. If a mistake was made, you received an error or you need to cancel the background check, please contact your HR Analyst.
 - b. Once the CBC has been requested:
 - i. Refrain from making any application status changes to the record in question until after the CBC is complete.
 - ii. **Note:** application statuses can be updated for applicants who do not have a CBC in progress.
 - iii. HireRight will send a CBC invitation to the applicant and update the PageUp application status to “Background check in progress” and the order status to “New.”
 - iv. The applicant will need complete all required fields in HireRight.

Monitor Background Check

To monitor the status of the background check in PageUp:

1. Navigate to the Job Card > Reports tab and click on the “Background check” report.
2. For more information regarding what each status means, please see [PageUp Background Check Status Crosswalk](#) under the Additional Resources heading.

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)
 - c. Review – HR Compliance and Hiring team are reviewing the criminal background check results. Please do not modify the applicant status. Please reach out to the HR Analyst for further details.



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