Welcome to SterlingONE New User Tutorial

Verified Person to SterlingONE

Tutorial Objective – Table of Contents

This tutorial was created to help you easily transition from the Verified Person platform to your new SterlingONE platform.

Once you have logged into the system, you will find a personalized platform for your screening and onboarding needs based on your company's requirements.

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Benefits of moving to the SterlingONE platform

Simple Dashboard:	• Monitor critical onboarding documents such as I-9 using **My Tasks** and **Upcoming Due Dates** widgets right within the platform.
Streamlined Candidate Experience:	• Secure, easy to use candidate portal.
Common SSN Trace Results:	• SterlingONE provides more detailed SSN Trace results and discrepancies.
Reporting Capabilities:	• Users can easily generate TAT and Invoicing/Billing reports.
Managing Notifications:	• Users can customize notifications for their accounts.
Integrations:	• Reduce screening turnaround times with SterlingONE's seamless vendor integrations such as NSCH, Talx, E-Verify, etc.
Help & Resources:	• Self-help, access to training webinars, and much more using our Community knowledge base.

Glossary of Terms

SterlingONE Terms and Definitions

Dashboard:	• A simple web-based user interface making it easy to submit orders and centrally manage all hiring activities for candidates and new hires.
Launch:	• Launching an order requires that you, as the client, complete the required data entry for your candidate in order to run a report.
Ticket:	• This is similar to the Verified Person eApp. Tickets are sent to candidates to complete the required data entry electronically, versus you needing to complete it via the launch process.
Candidate Profile	• Consolidated view that houses all screenings, ticket history, and documents for a single candidate.
Candidate ID:	• This is a unique number associated to each candidate profile. Every report run on an individual candidate will be housed under that candidate record.
Report ID:	• This is a unique number associated to each candidate report. A candidate could have multiple reports within their candidate profile.
EDA:	• Electronic Disclosure and Authorization, Sterling Talent Solutions offers an electronic release process if a paper release has not been signed by the candidate.
Candidate portal:	• Online branded portal for candidates and new hires to interact with your organization.
SterlingONE Admin:	• Robust customization tools empower you to manage the branding, messaging, and media assets of the candidate portal, as well as set up user permissions, email template groups, and more.
Parent User:	• The administrator on the account who is authorized to add users, view billing and invoices, and approve changes to the account. There is only one true parent user, however additional users may be given parent level access.

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Login Experience

The **orange slides** reflect the Verified Person platform experience.

The **blue slides** reflect the new SterlingONE experience.

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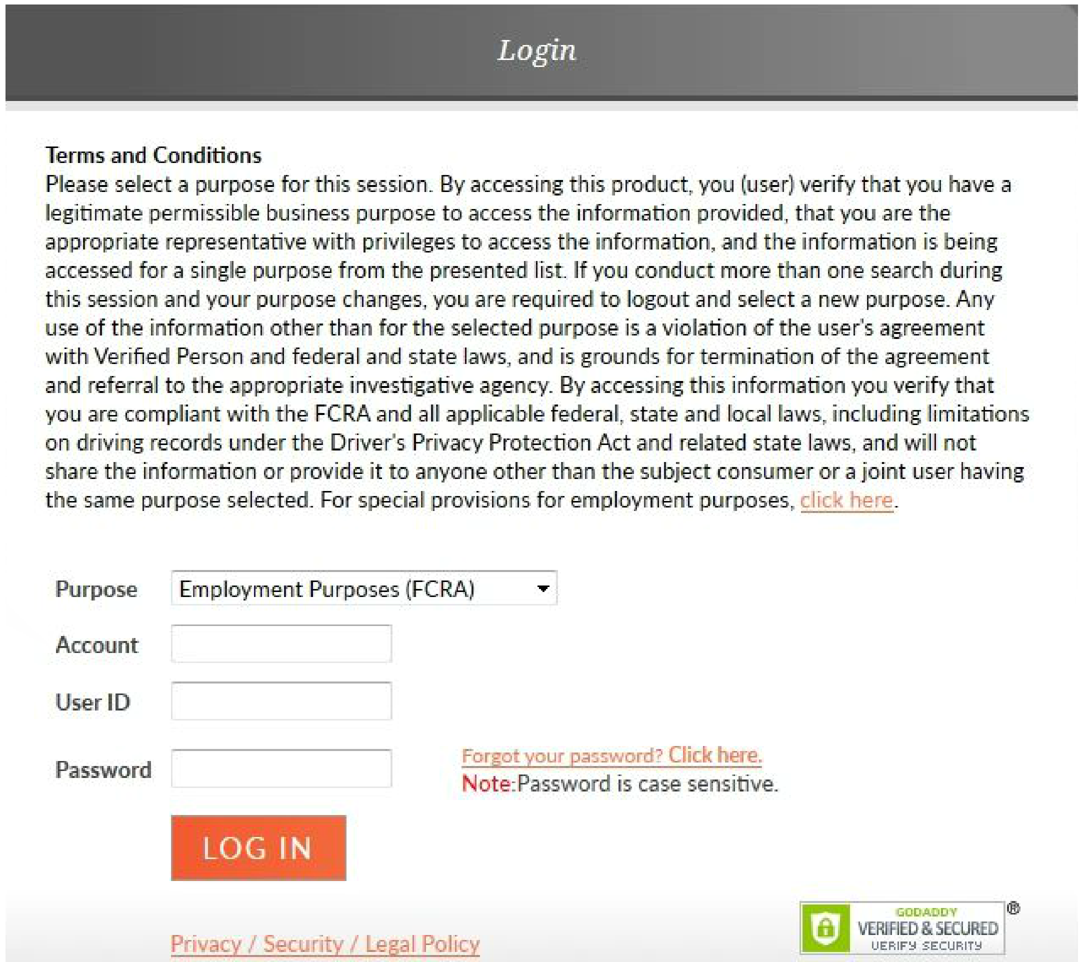
Verified Person: Login Process (Previous experience)

- Previous login experience on Verified Person:



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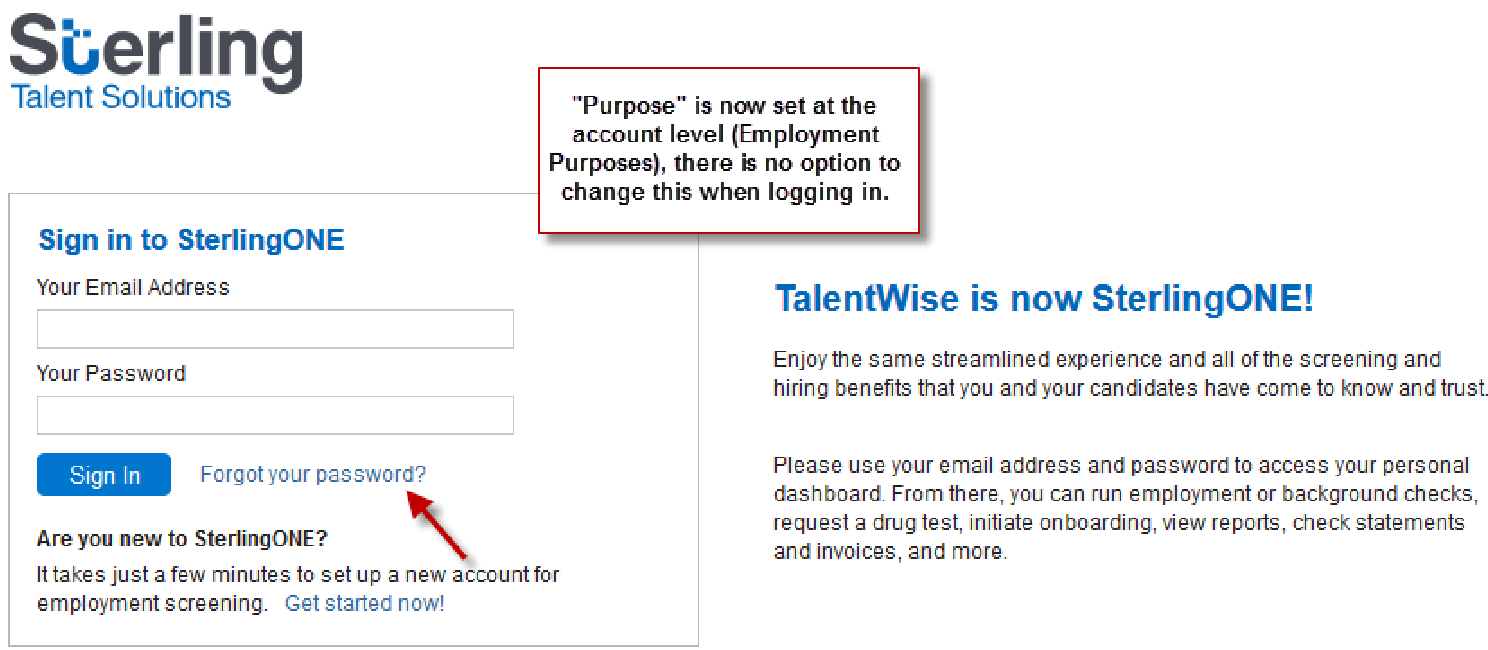
SterlingONE: Login Process (New experience)

- To log in to SterlingONE, access https://www.talentwise.com/screening/login.php
- Enter your email address and temporary/permanent password, click **Sign In**.

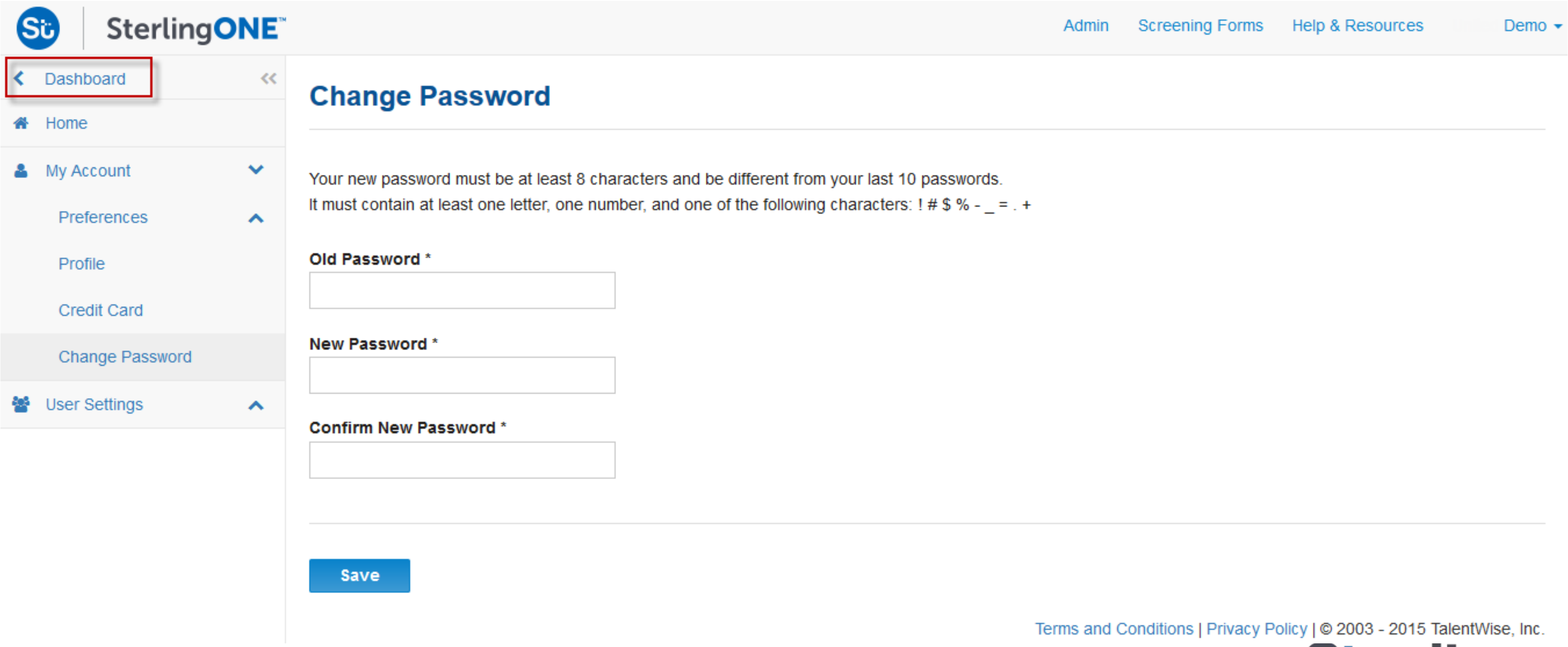


Note: If you cannot locate your temporary password, please click "**Forgot your password?**" to receive a new temporary password via email.

SterlingONE: Login Process - Change Temporary Password

1. Upon your initial login to the SterlingONE platform, or if you have reset your password, you will be prompted to change your temporary password to a permanent one.
2. Complete required fields marked with an asterisk.
3. Click **Save.**

Note: After you have changed your password, click **Dashboard** to access your main view.



Dashboard Experience

The SterlingONE Dashboard allows you to monitor upcoming due dates and tasks for the Form I-9.

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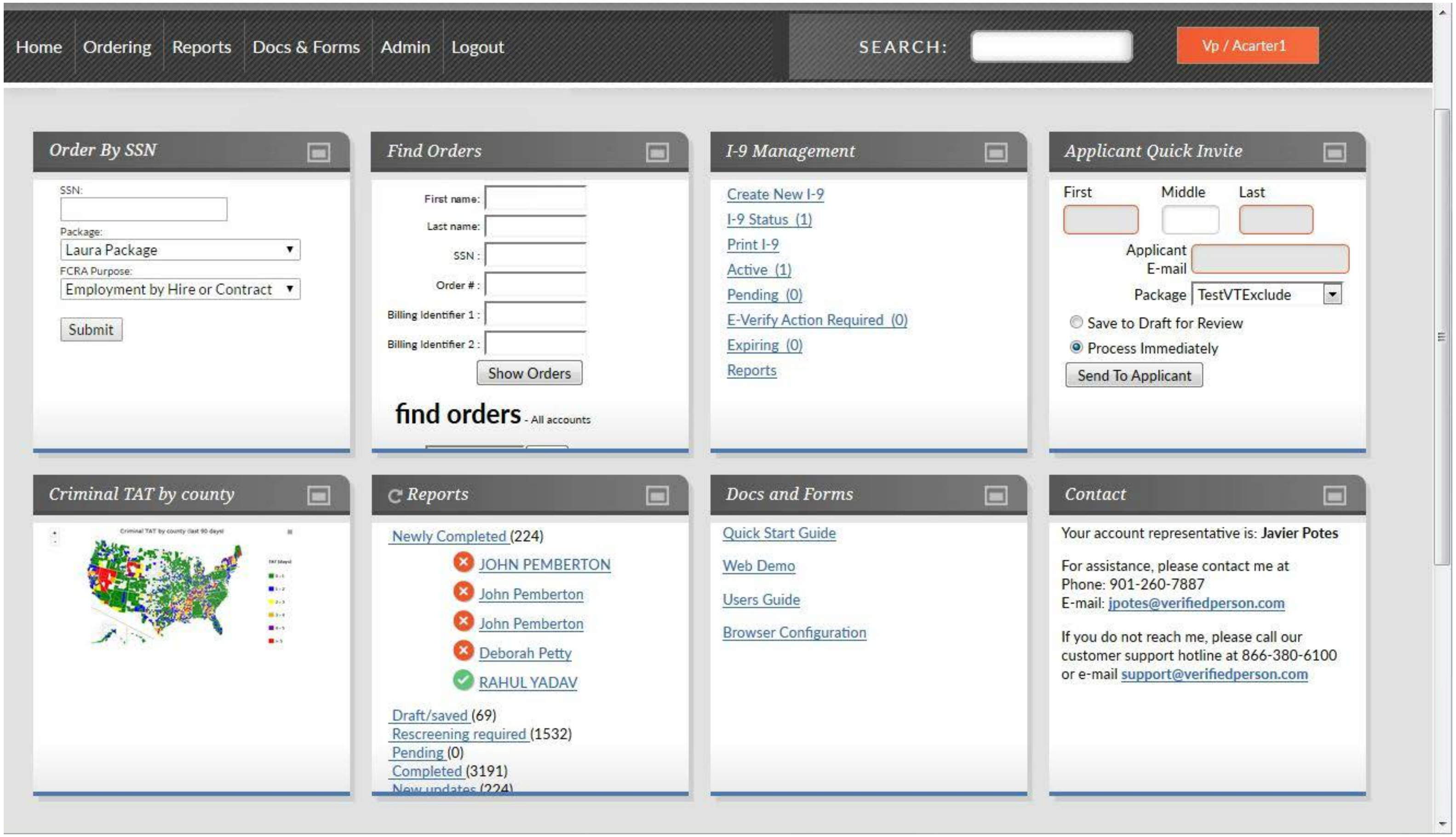
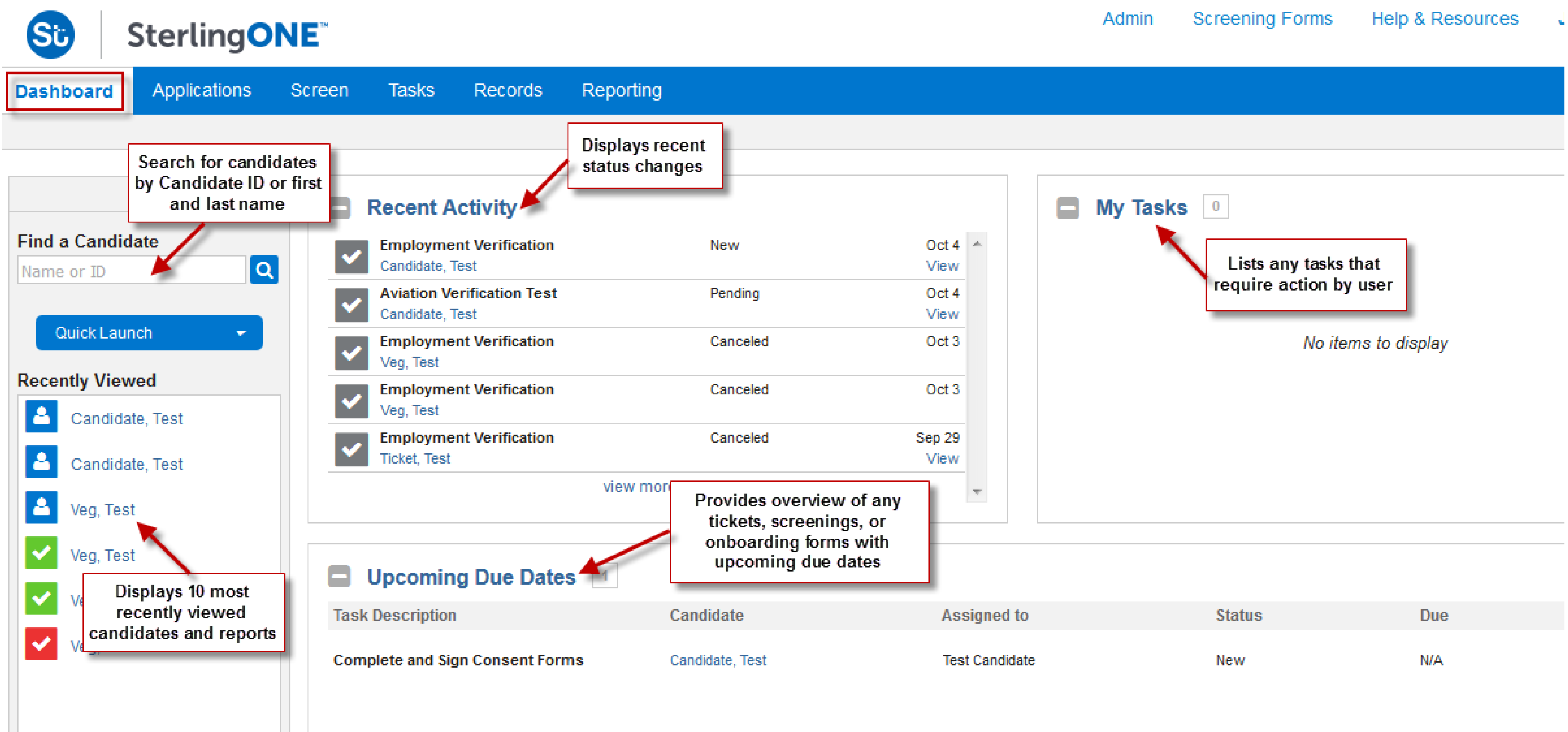
Verified Person:
Navigating the Dashboard

- Previous dashboard experience on Verified Person:



SterlingONE: Navigating the Dashboard Tab

- The SterlingONE **Dashboard** tab offers a high-level overview of pending screenings, tickets, and onboarding forms.
- **My Tasks** and **Upcoming Due Dates** can be used to manage Form I-9 completion within the regulated timeframe.



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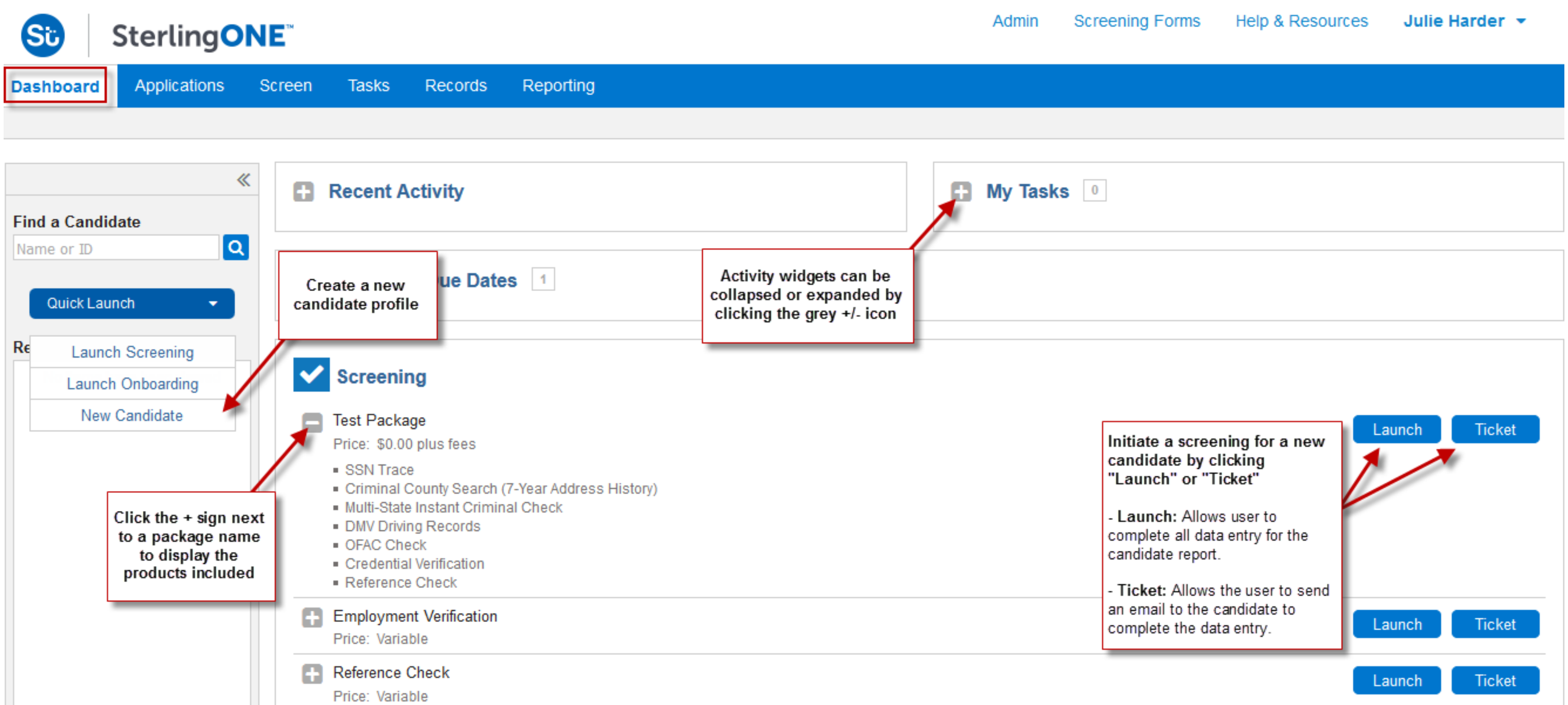
SterlingONE: Navigating the Dashboard Tab

- Using the **Quick Launch** dropdown allows you to create new candidate profiles to launch screenings, tickets, and onboarding forms.
- Alternatively, users without access to candidate profiles may launch reports for new candidates via the packages on the **Dashboard** tab.



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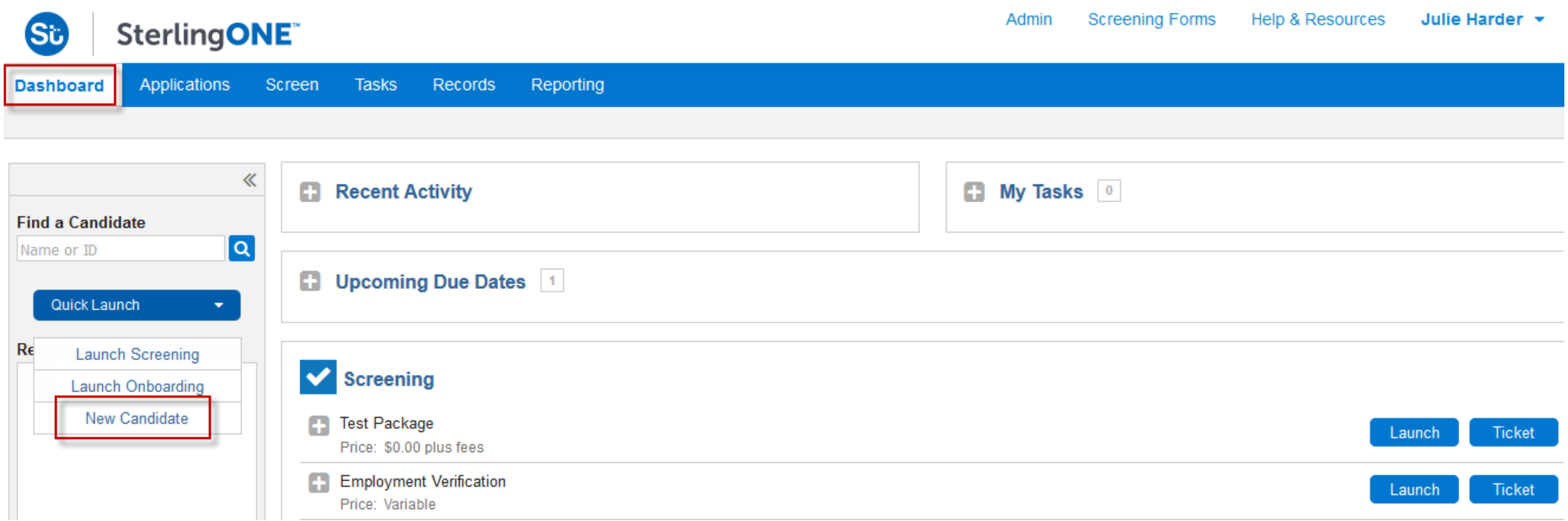
Creating a Candidate Profile

In SterlingONE, every report submitted for a single candidate will be consolidated under their Candidate Profile.

SterlingONE: Creating a Candidate Profile

1. To create a new candidate profile, select **New Candidate** under the **Quick Launch** dropdown.

Note: Quick Launch is accessible when on any tab (Screen, Records, etc.).



SterlingONE: Creating a Candidate Profile

2. Completed all required fields marked with an asterisk and click **Create Candidate**.

Note: Every candidate must have a unique email address, entering an email address already in use will result in an error message directing you to the existing candidate profile.

eApp Invite vs. Ticket

SterlingONE provides a secure candidate portal to complete sensitive data entry.

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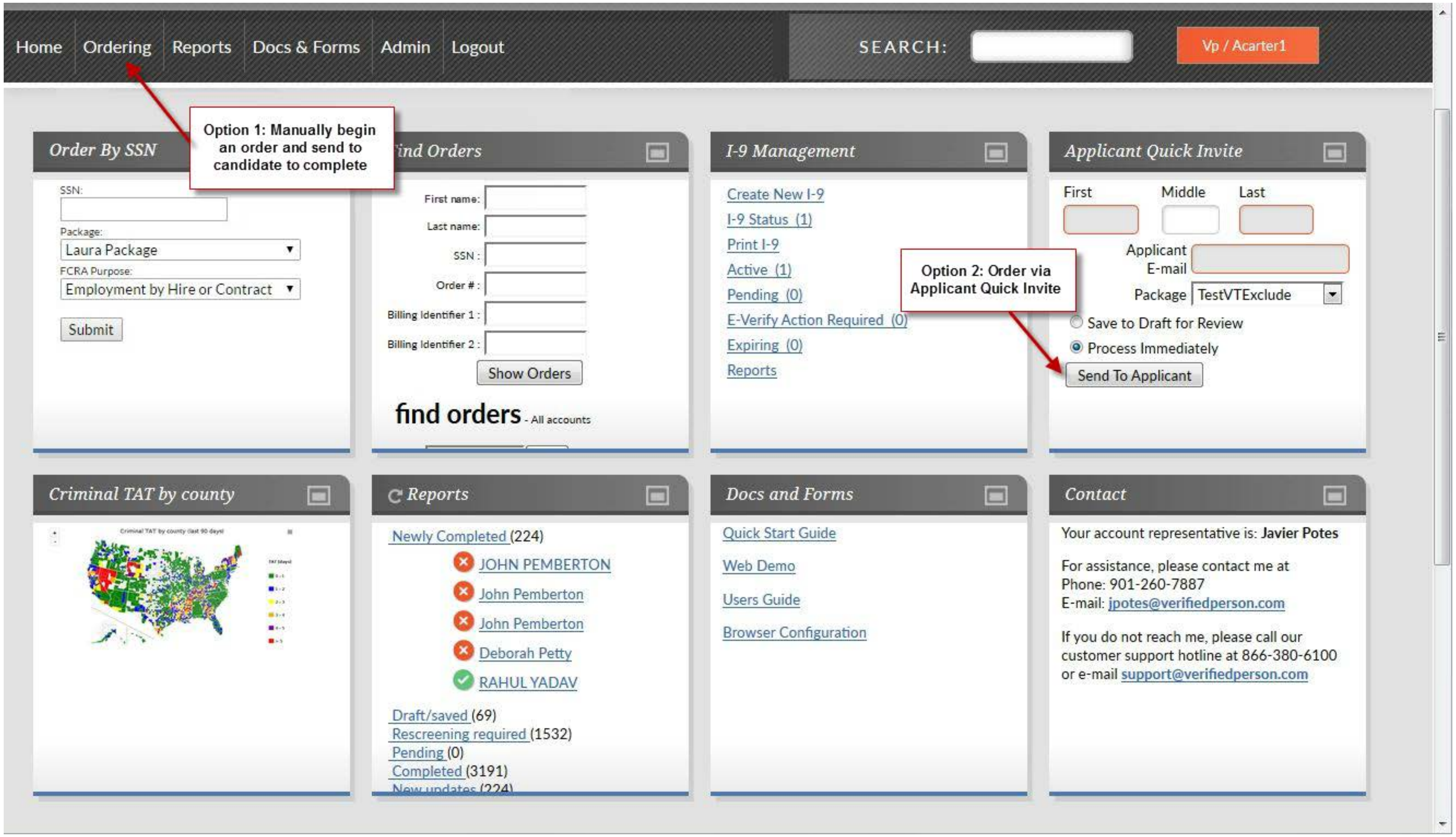
Verified Person: eApp Invite to Candidate



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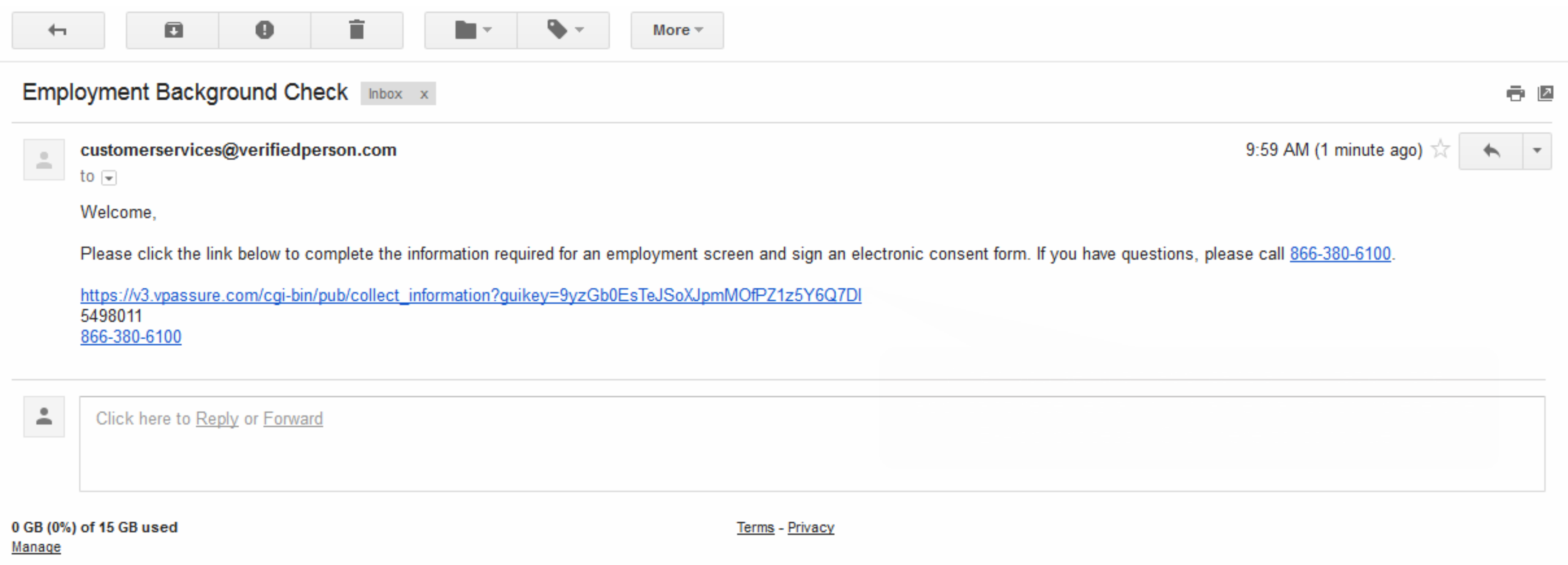
Verified Person: eApp Invite to Candidate

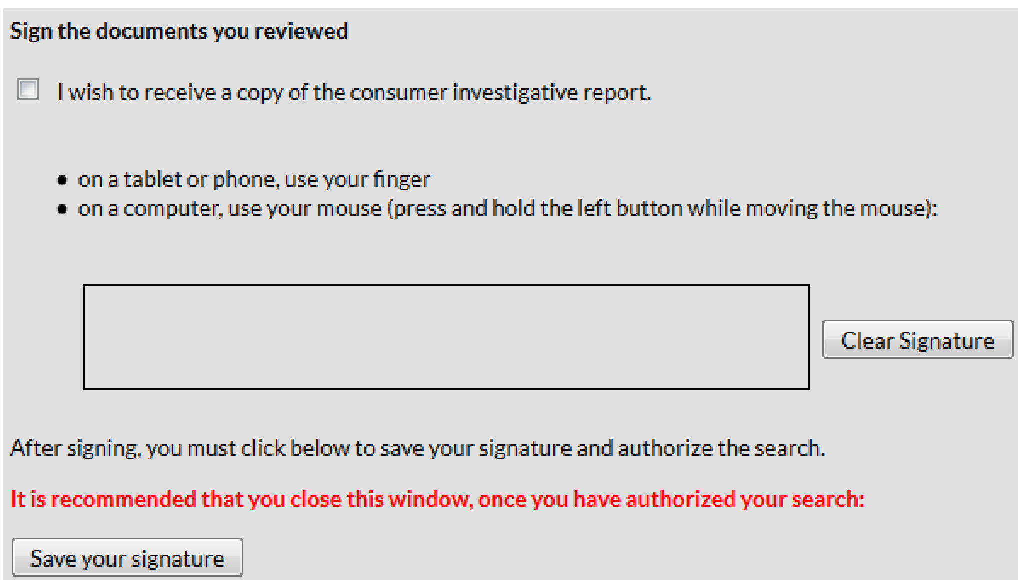
- When an eApp invitation is sent from Verified Person, the candidate receives an email with a link to begin the process.
- Any person can access the link, there is no security preventing someone who is not your candidate to access the system.



Verified Person: eApp Invite to Candidate

- The candidate is taken to a webpage to complete the required data entry, provide authorization to perform the check, and sign an electronic consent form authorizing the release of personal information.

1. Instruction Page
2. Candidate Profile Information
3. Verification Information (if included)
4. Authorize Check
5. Sign Disclosure and Authorization Form



Sign the documents you reviewed

- [ ] I wish to receive a copy of the consumer investigative report.

- on a tablet or phone, use your finger
- on a computer, use your mouse (press and hold the left button while moving the mouse):

Clear Signature

After signing, you must click below to save your signature and authorize the search.

It is recommended that you close this window, once you have authorized your search:

Save your signature

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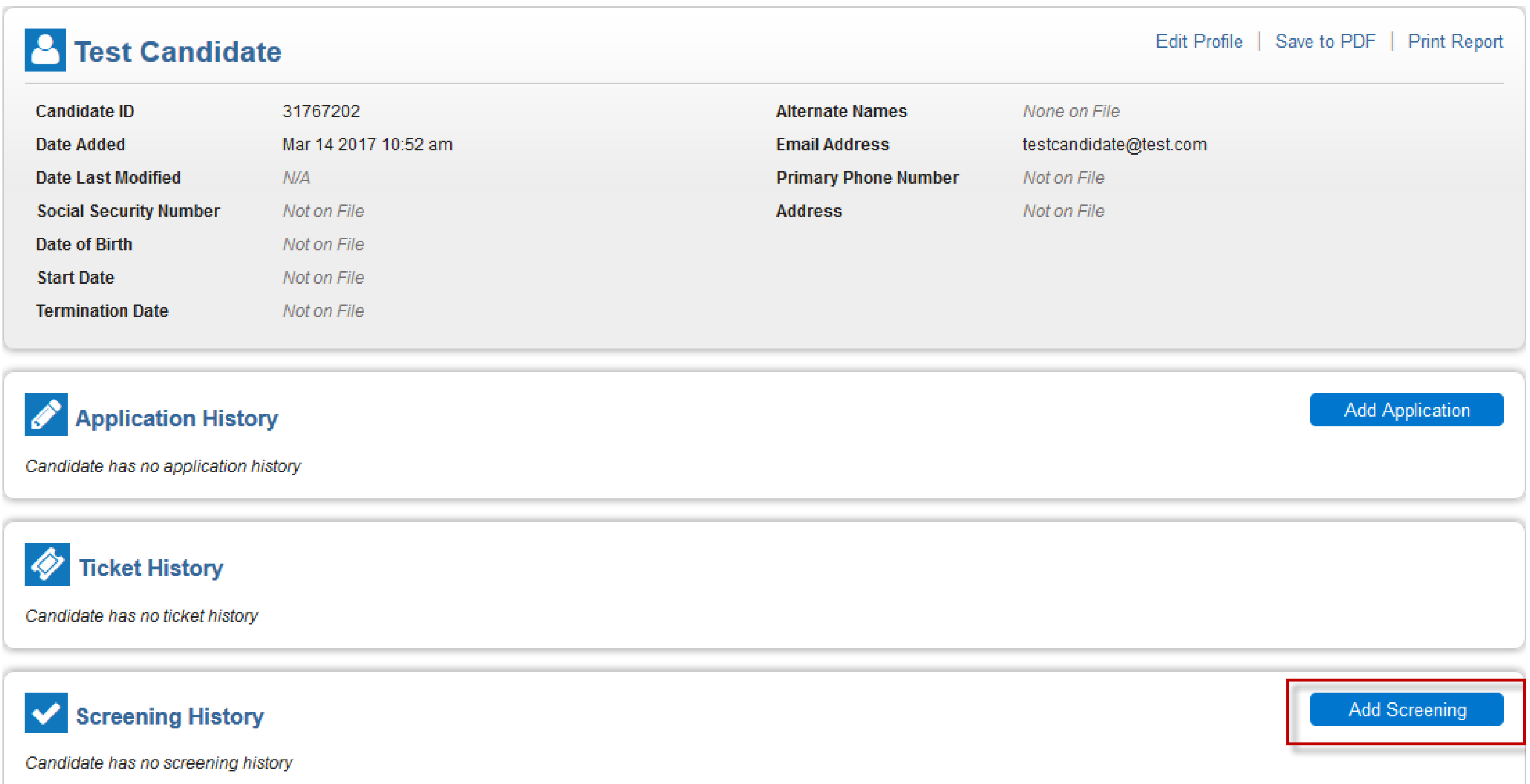
SterlingONE: Generate a Ticket

- Similar to the eApp Invite on Verified Person, SterlingONE offers a **Ticket** feature.
- The SterlingONE platform includes a secure candidate portal for the completion of electronic forms.

1. Within your newly created candidate profile, click **Add Screening**.



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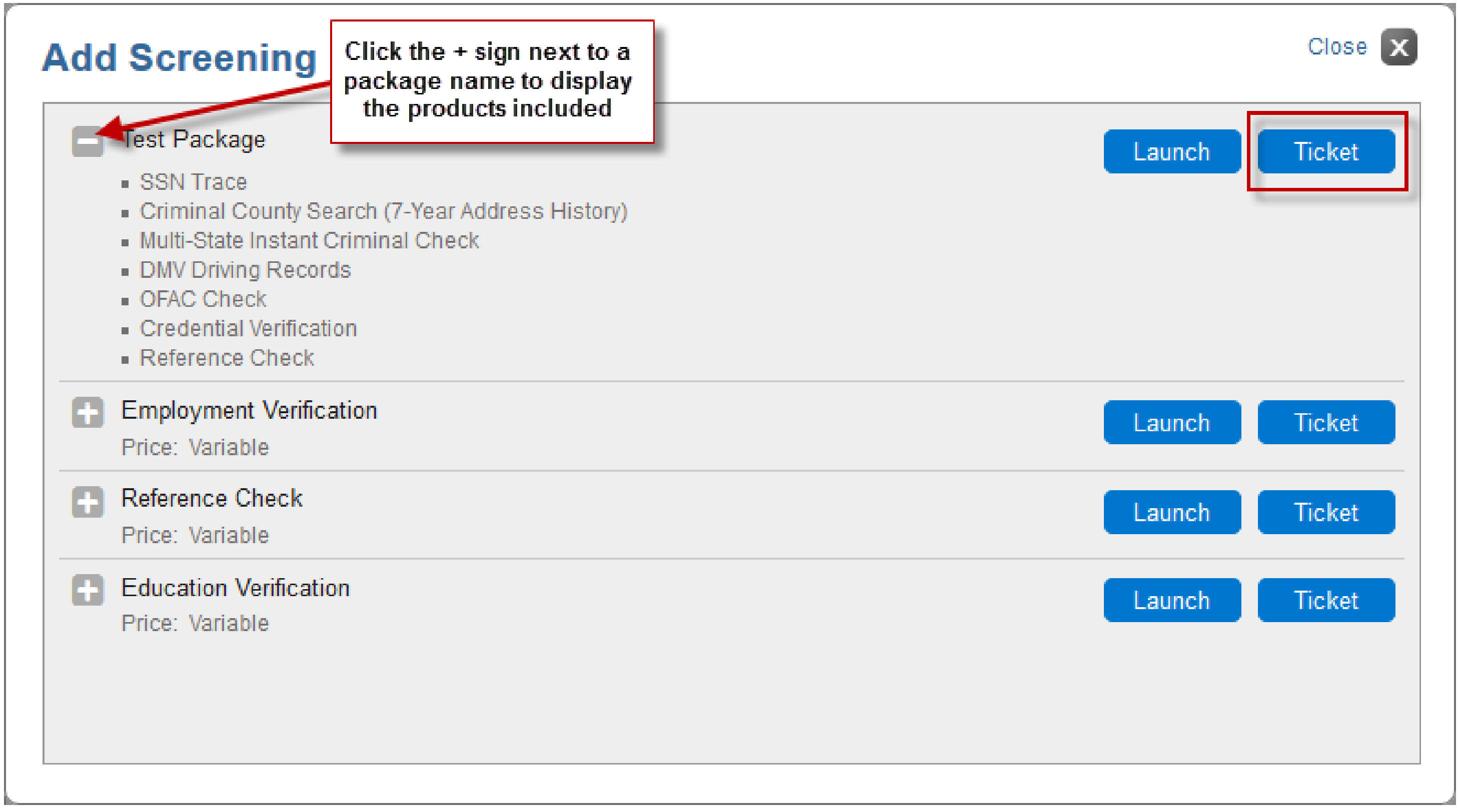
SterlingONE: Generate a Ticket

2. To initiate a ticket, click the **Ticket** button next to the desired package.



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SterlingONE: Generate a Ticket

Test Package

User Certification and Candidate Authorization

You must indicate your agreement to the statement below by checking the box.

☐ I understand my obligations and am in compliance with all applicable laws pertaining to Consumer Reports / Consumer Investigative Reports as defined in the Fair Credit Reporting Act as amended.

Generate a Candidate Ticket

* Indicates required field

To generate a ticket, please complete the form below.

First Name* | Middle Name | Last Name* | Suffix

Email Address*

Disclosure and Authorization Options

☐ **Send electronic disclosure and authorization forms to this individual at the email given below.** I certify that: 1) the disclosure and authorization forms have been reviewed by my company and legal counsel and they satisfy all Fair Credit Reporting Act and other legal requirements, including a clear and conspicuous disclosure in a document that consists solely of the disclosure; 2) my order should not be processed before this written disclosure has been made to the consumer and his or her authorization obtained in writing; 3) the report will not be used in violation of any applicable federal or state equal employment opportunity law or regulation, and its use will comply with all applicable laws; and 4) I understand my obligations, have complied with, and will comply with all applicable laws pertaining to Consumer Reports/Investigative Consumer Reports as defined in the Fair Credit Reporting Act as amended.

OR

☐ **I have provided the individual a disclosure and received the individual's written authorization for the report.** I certify that: 1) a clear and conspicuous disclosure was made to the consumer in a document consisting solely of the disclosure 2) the disclosure satisfied all Fair Credit Reporting Act and other legal requirements; 3) the report will not be used in violation of any applicable federal or state equal employment opportunity law or regulation, and its use will comply with all applicable laws; and 4) I understand my obligations, have complied with, and will comply with all applicable laws pertaining to Consumer Reports/Investigative Consumer Reports as defined in the Fair Credit Reporting Act as amended.

Order Tracking

Reference Code(s)

Reference Code*

Select

Depending on your account configuration, you may or may not have additional required fields

Generate Ticket

3. Complete all required fields marked with an asterisk.
4. Click **Generate Ticket**.

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SterlingONE: Generate a Ticket (Candidate Experience)

- Once a Ticket has been generated, the SterlingONE system will send an email to the candidate inviting them to complete the data entry process.
- The email will contain: **1)** A link to a PDF copy of their summary of rights under the FCRA. **2)** A URL to access the Candidate Portal to sign their Electronic Disclosure & Authorization (if sent) and complete all data entry.

REQUEST FOR PRE-EMPLOYMENT SCREENING -- VEGGIES ROCK

DoNotReply@talentwise.com

If there are problems with how this message is displayed, click here to view it in a web browser.

Sent: Tue 9/27/2016 3:31 PM

To: Julie Harder

Message | A Summary of Your Rights under the FCRA.pdf (63 KB)

Your company name will show here

Dear TEST CANDIDATE,

Your Email Address for Sign-In: jvanek@talentwise.com

Your Temporary Password: **mYm7Sgws**

As part of your application with Veggies Rock, we will be conducting a pre-employment screening on you.

So that we can expedite your application, please do the following:

1) Review your rights under the Fair Credit Reporting Act by visiting http://www.talentwise.com/fcra/files/FCRA_Summary_of_Rights.pdf

2) Visit the URL below to access the Applicant Certification and Authorization form and proceed to the pre-employment screening. All information must be filled in to process your pre-employment screening.

https://portal.talentwise.com/9413736b2e/ptl/dashboard.php?&Sender=16802852&Email=jvanek%40talentwise.com&OverrideCandidateID=6203125

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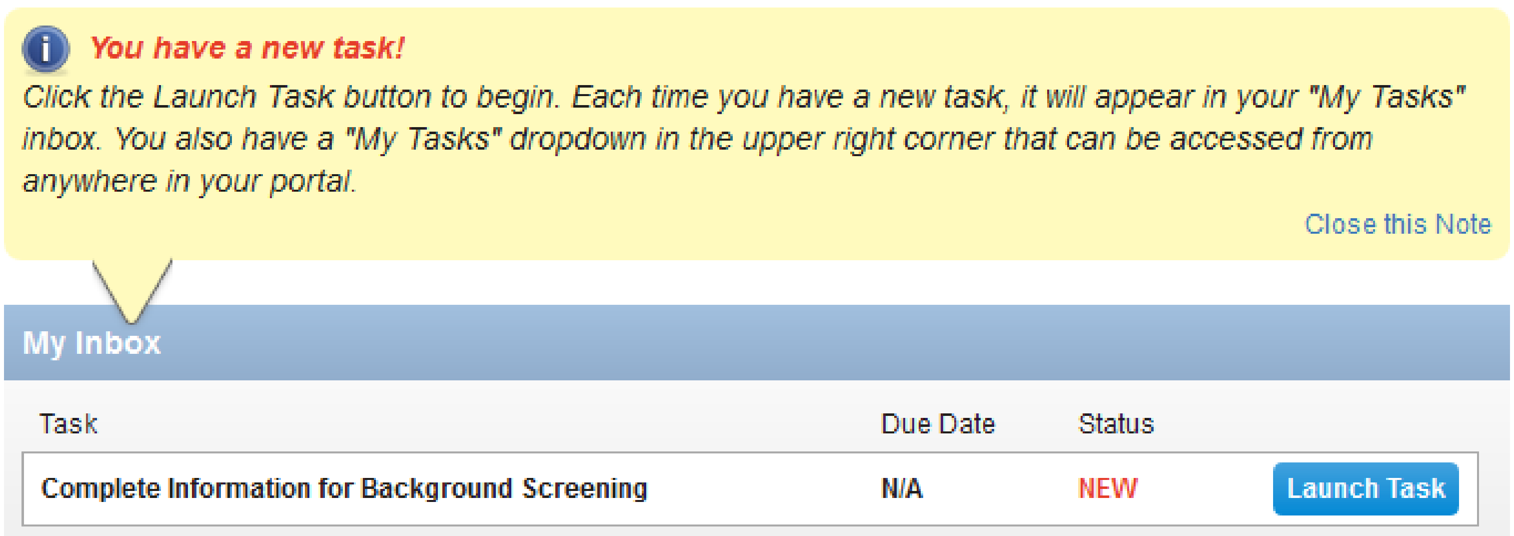
SterlingONE: Generate a Ticket (Candidate Experience)

- The candidate will be prompted to log in to a secure candidate portal, verify their DOB and last four of SSN, and change their temporary password.
- After accessing the candidate portal, the candidate will be prompted to launch any assigned tasks; including data entry on a ticket or onboarding form, such as a Form I-9.



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SterlingONE: Generate a Ticket (Candidate Experience)

- If "Send electronic disclosure.." was selected when creating the ticket, the candidate will be directed to a Disclosure and Authorization form (EDA); this form will generate an eSignature for the release. For your convenience, completed electronic release forms are stored in your account.

> Complete and Sign Consent Forms

CONSENT AND NOTICE REGARDING ELECTRONIC SIGNATURE

> Complete and Sign Consent Forms

DISCLOSURE FOR BACKGROUND CHECK

> Complete and Sign Consent Forms

NOTICE REGARDING BACKGROUND CHECKS PER CALIFORNIA LAW

Veggies Rock (the "Company") intends to obtain information about you for employment screening purposes from a consumer reporting agency. Thus, you can expect to be the subject of "investigative consumer reports" and "consumer credit reports" obtained for employment purposes.

> Complete and Sign Consent Forms

AUTHORIZATION FOR BACKGROUND CHECK

I have carefully read and understand the separate background check disclosure document and the below authorization form. I have received a copy of the "Summary of Your Rights Under the Fair Credit Reporting Act" and any applicable state or local notices of rights provided with these documents. I have had the opportunity to review my rights. By my signature below, I consent to the preparation of background reports by TalentWise, and to the release of such reports to the Company and its designated representatives for the purpose of assisting the Company in making a determination as to my eligibility for employment, promotion, retention, contract assignment or for other lawful purposes.

I understand that, to the extent allowed by law, information contained in my job application or otherwise disclosed to the Company by me before or during my employment or contract assignment, if any, may be utilized for the purpose of obtaining such consumer reports and/or investigative

A SUMMARY OF YOUR RIGHTS UNDER THE FAIR CREDIT REPORTING ACT

Para información en español, visite www.consumerfinance.gov/learnmore o escriba a la Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.

The federal Fair Credit Reporting Act (FCRA) promotes the accuracy, fairness, and privacy of information in the files of consumer reporting agencies. There are many types of consumer reporting agencies, including credit bureaus and specialty agencies (such as agencies that sell information about check writing histories, medical records, and rental history records). Here is a summary of your major rights under the FCRA. **For more information, including information about additional rights, go to www.consumerfinance.gov/learnmore or write to: Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.**

ADDITIONAL STATE LAW NOTICES

CALIFORNIA, **MASSACHUSETTS**, **MINNESOTA**, **NEW JERSEY**, AND **OKLAHOMA** applicants or residents: You have a right to request a free copy of your report.

CALIFORNIA: Pursuant to section 1786.22 of the California Civil Code, you may contact TalentWise during normal business hours (9am to 5pm PST, Monday through Friday) to obtain and review all information in your file. You may obtain such information by appearing in person at TalentWise's offices, during normal business hours and upon reasonable notice, and upon submitting proper identification and paying the cost of duplication services. You may be accompanied by one other person, provided that person furnishes proper identification. You may also obtain a copy of your file by certified mail, if you have previously provided identification in a written request that your file be sent to you or a third party identified by you. You may also obtain a summary of your file by telephone, upon providing proper identification. TalentWise has

The following information is being collected to conduct the background check. It is kept safe and secure and will not be used for any other purpose.

Personal Information

First Name *	Full Middle Name	Last Name *
Test		Candidate

Date of Birth *: Month / Day / Year

Email Address *: jharder@talentwise.com

Social Security Number *

Address

Country/Region *: Select Country

Electronic Signature

Confirm your name and signature:

Test Candidate — Update Signature

Option 1: Click on one of the signatures below

Test Candidate

Test Candidate

Test Candidate

Option 2: Draw your signature — Clear

I Understand and Agree

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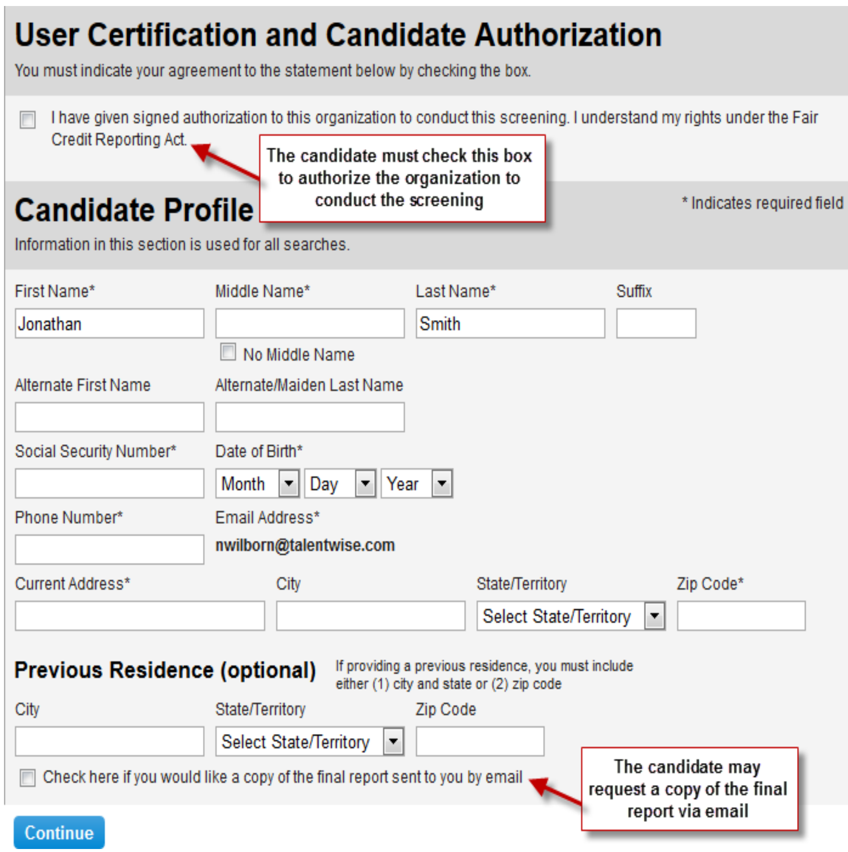
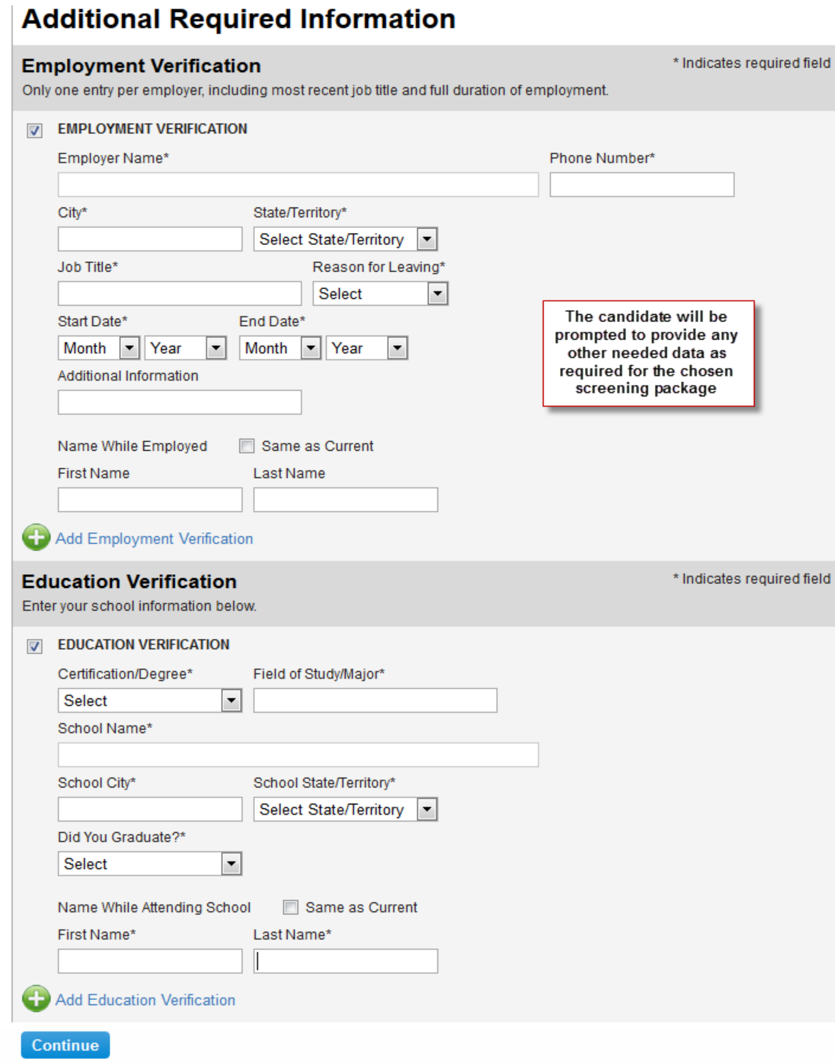
SterlingONE: Generate a Ticket (Candidate Experience)

- After signing the EDA, the candidate will immediately be directed to complete the Candidate Profile page.





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SterlingONE: Generate a Ticket (Candidate Experience)

- Your candidate will be asked to review the provided information and may edit any incorrect fields.

Review Information

Please review the package details below. To submit your screening, click the **Submit** button. To change any information, use the **edit** links.

Candidate Profile edit

Name:	Jonathan Smith
Social Security Number:	xxx-xx-6789
Date of Birth:	2/14/1985
Phone Number:	(425) 239-1234
Email Address:	nwilborn@talentwise.com
Address:	123 Test Everett, WA 98201
Previous Residence:	Not Provided

Submit

- After clicking **Submit**, the candidate will receive a ticket confirmation number. This ticket ID number matches the ticket number found on your SterlingONE Screen tab.

Thank you!

Thank you for completing the background check form. You may be contacted by SterlingONE Customer Support if there are issues processing your report.

Your ticket ID is 2259926.

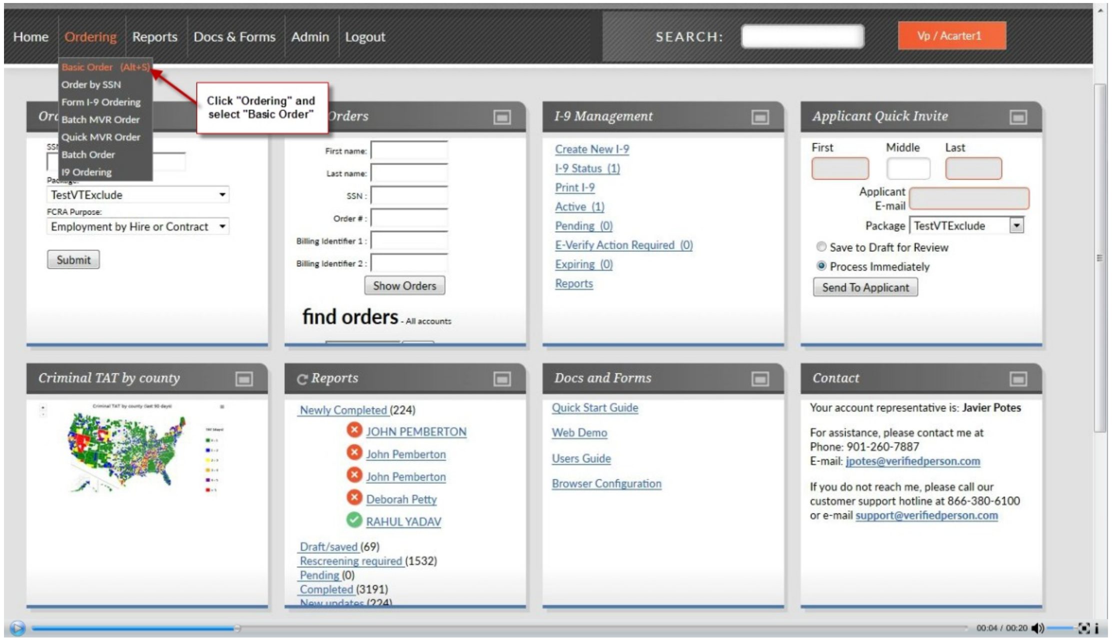
If you have any questions regarding your order, please contact SterlingONE Customer Support at 1.866.338.6739.

Return to Dashboard | Sign Out

Basic Ordering vs. Launch

Verified Person: Basic Order

- From the main view in Verified Person, click **Ordering**, and select **Basic Order**:
  - Choose Package
  - Enter candidate information
  - Enter request information (Verifications, single criminal jurisdictions, etc.)
  - Confirm authorization has been received from the candidate
  - Click **Submit Now**



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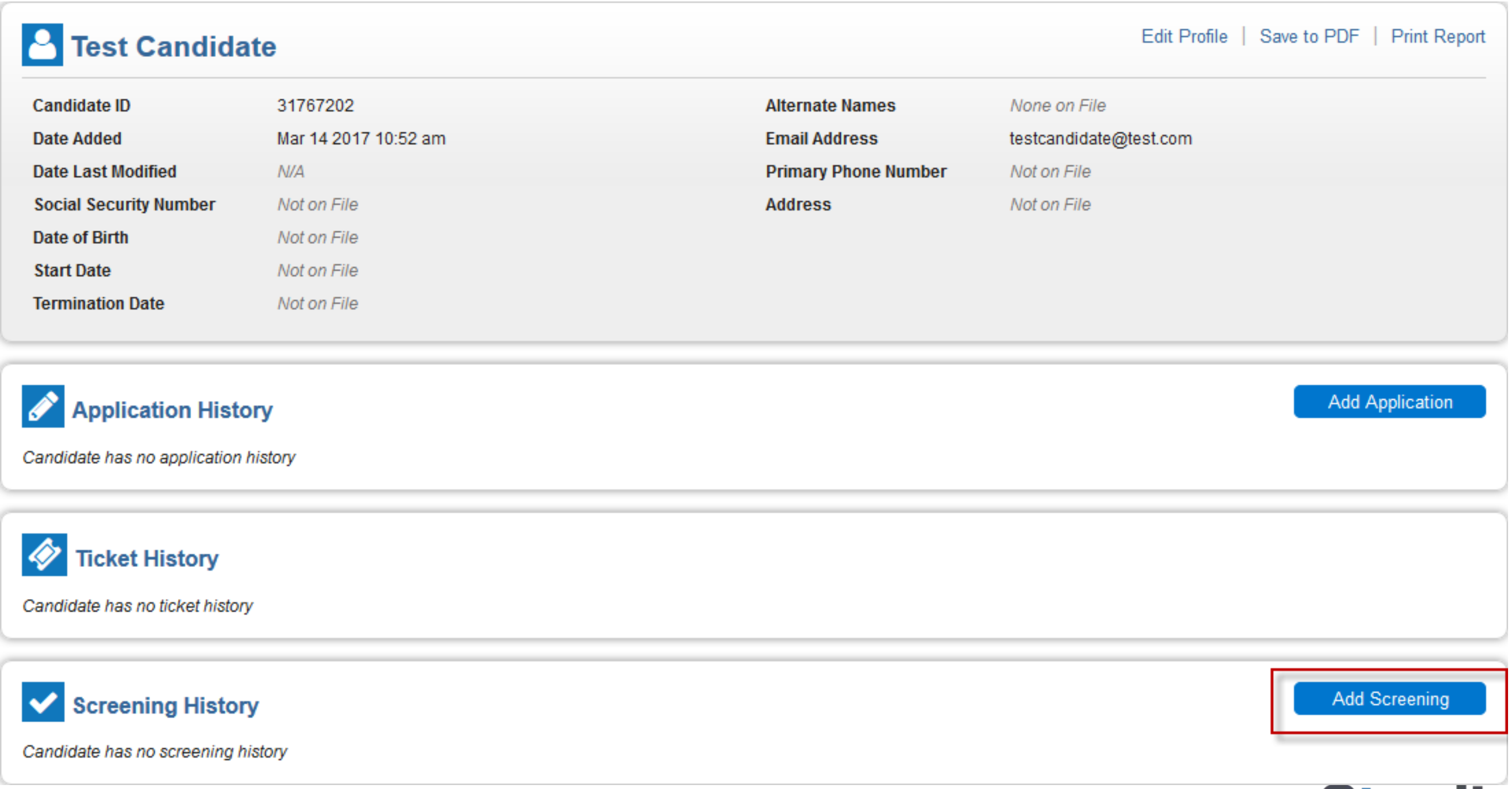
SterlingONE: Launch a Screening Order

1. To submit an order in SterlingONE, access your newly created candidate profile, and click **Add Screening**.

Note: You may search for existing candidate profiles using the **Find a Candidate** field or via the **Records** tab.



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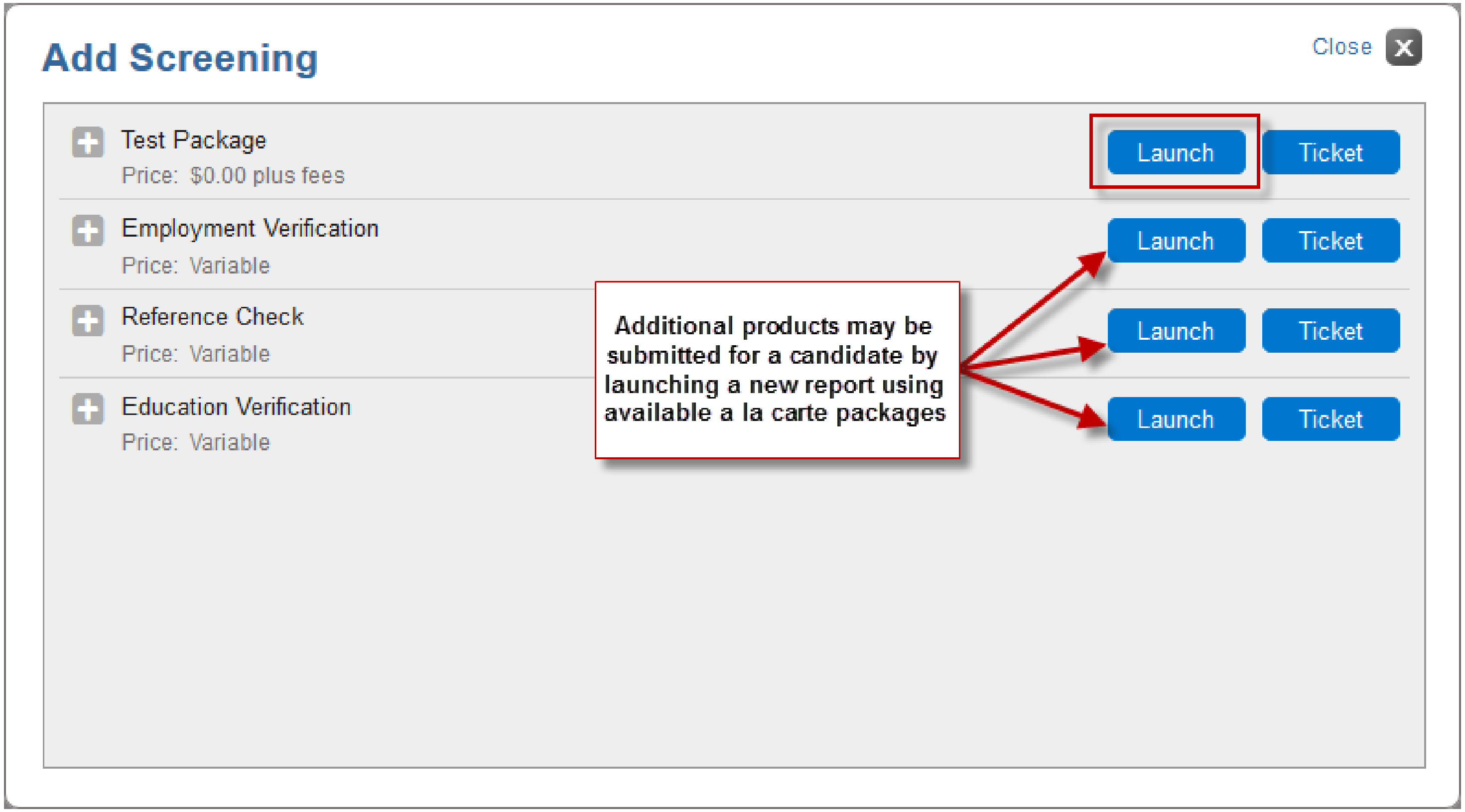
SterlingONE: Launch a Screening Order

2. Click the **Launch** button next to the desired package.

Note: If you do not see a needed package, your dedicated support representative can assist with having those created.



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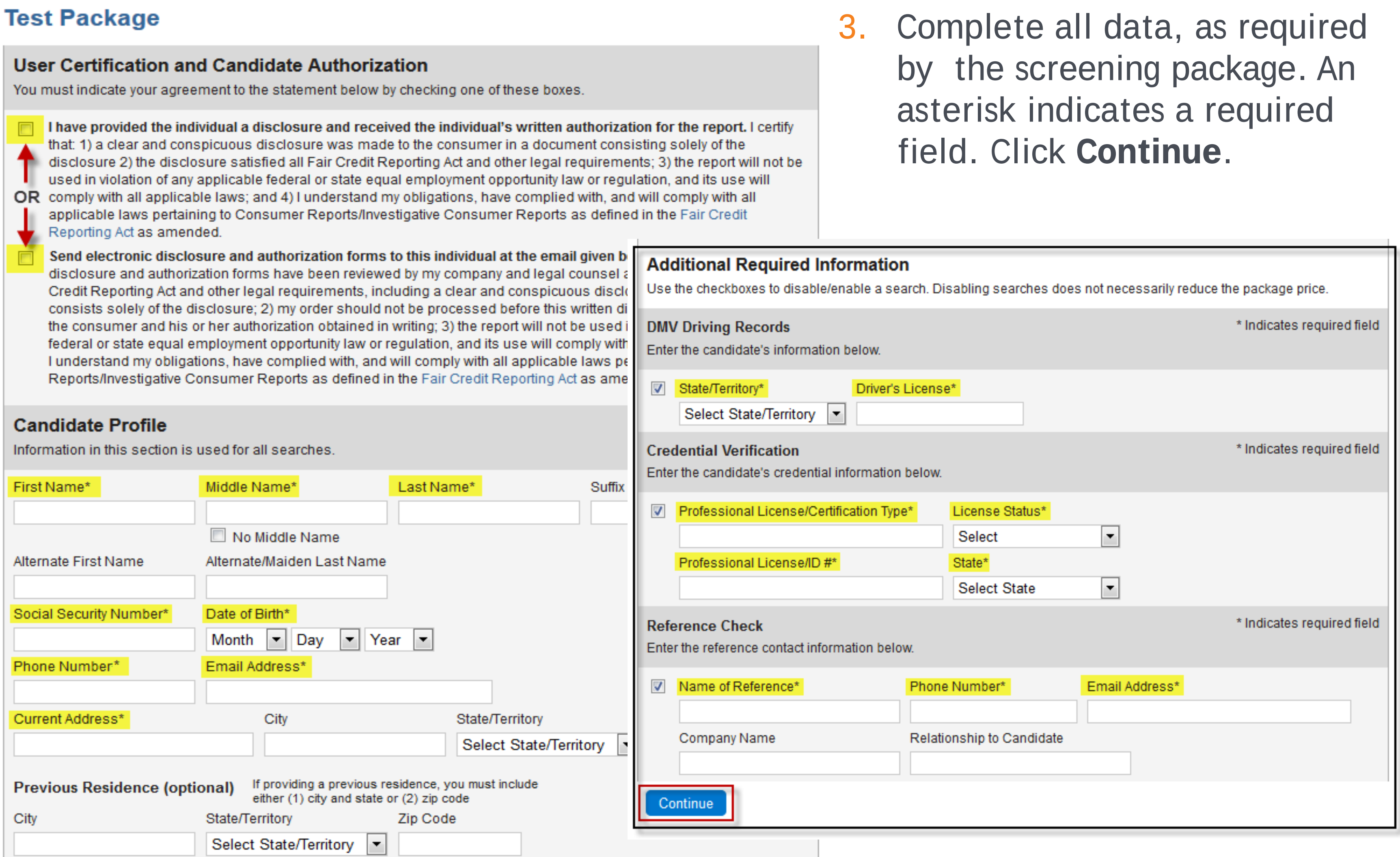
SterlingONE: Launch a Screening Order



Test Package

User Certification and Candidate Authorization

You must indicate your agreement to the statement below by checking one of these boxes.

I have provided the individual a disclosure and received the individual's written authorization for the report. I certify that: 1) a clear and conspicuous disclosure was made to the consumer in a document consisting solely of the disclosure 2) the disclosure satisfied all Fair Credit Reporting Act and other legal requirements; 3) the report will not be used in violation of any applicable federal or state equal employment opportunity law or regulation, and its use will comply with all applicable laws; and 4) I understand my obligations, have complied with, and will comply with all applicable laws pertaining to Consumer Reports/Investigative Consumer Reports as defined in the Fair Credit Reporting Act as amended.

OR

Send electronic disclosure and authorization forms to this individual at the email given b disclosure and authorization forms have been reviewed by my company and legal counsel a Credit Reporting Act and other legal requirements, including a clear and conspicuous discl consists solely of the disclosure; 2) my order should not be processed before this written di the consumer and his or her authorization obtained in writing; 3) the report will not be used i federal or state equal employment opportunity law or regulation, and its use will comply with I understand my obligations, have complied with, and will comply with all applicable laws pe Reports/Investigative Consumer Reports as defined in the Fair Credit Reporting Act as ame

Candidate Profile

Information in this section is used for all searches.

First Name* | Middle Name* | Last Name* | Suffix

No Middle Name

Alternate First Name | Alternate/Maiden Last Name

Social Security Number* | Date of Birth* | Month | Day | Year

Phone Number* | Email Address*

Current Address* | City | State/Territory | Select State/Territory

Previous Residence (optional) If providing a previous residence, you must include either (1) city and state or (2) zip code

City | State/Territory | Select State/Territory | Zip Code

Additional Required Information

Use the checkboxes to disable/enable a search. Disabling searches does not necessarily reduce the package price.

DMV Driving Records * Indicates required field

Enter the candidate's information below.

State/Territory* | Driver's License*

Select State/Territory

Credential Verification * Indicates required field

Enter the candidate's credential information below.

Professional License/Certification Type* | License Status* | Select

Professional License/ID #* | State* | Select State

Reference Check * Indicates required field

Enter the reference contact information below.

Name of Reference* | Phone Number* | Email Address*

Company Name | Relationship to Candidate

Continue

3. Complete all data, as required by the screening package. An asterisk indicates a required field. Click **Continue**.

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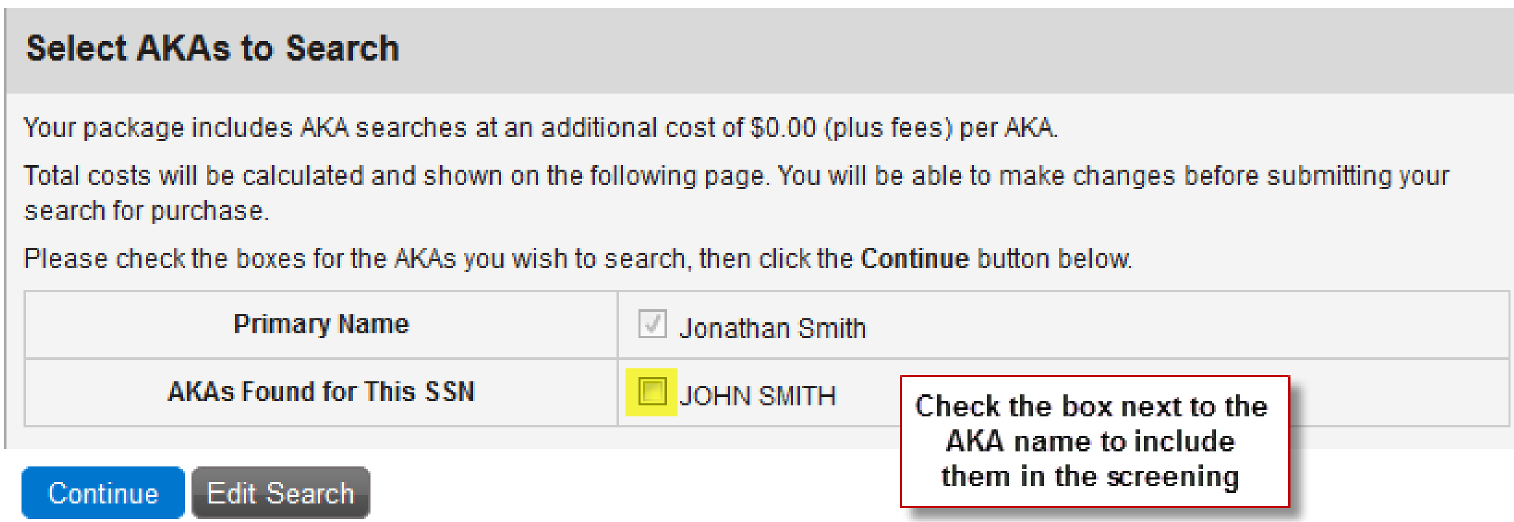
SterlingONE: Launch a Screening Order

4. Based on your candidate's Social Security Number (SSN) Trace history, SterlingONE will provide a list of alternate names (AKAs) that are associated to the candidate SSN. You will also be provided with an SSN Trace Result. **Note: Additional charges may be applied for AKA names submitted.**



SterlingONE: Launch a Screening Order - SSN Trace Results

Common SSN Trace Results:

Complete: Full name matches SSN:

- This requires no further action, the Social Security Number matches in the SterlingONE system and to the Candidate.

Complete: First name matches SSN:

- This result is noting that there are different last names associated with the candidates Social Security Number versus the last name provided. This requires no further action, you may proceed and order an alias if needed.

Complete: Last name matches SSN:

- This result is noting that there are different first names associated with the candidates Social Security Number versus the first name provided. This requires no further action, you may proceed and order an alias if needed. This is most common if your candidate abbreviates their first name.

Complete: Valid SSN, no record found candidate is under 23:

- This requires no further action, the candidate is under 23 with no address history associated with the Social Security Number.

Complete: Valid SSN, no record found:

- This requires no further action, the candidate does not have address history associated to the Social Security Number.

Complete: Identifiers found do not match candidate data:

- Name mismatch against SSN: Check the candidate's Social Security card. If the information entered is correct, you may bypass the error by checking the provided box and confirming you authorize Sterling Talent Solutions to proceed.

Complete: SSN provided does not comply with SSA formatting guidelines:

- The candidate’s Social Security Number does not comply with SSA formatting guidelines and is not valid, please call your dedicated support team if assistance is needed.

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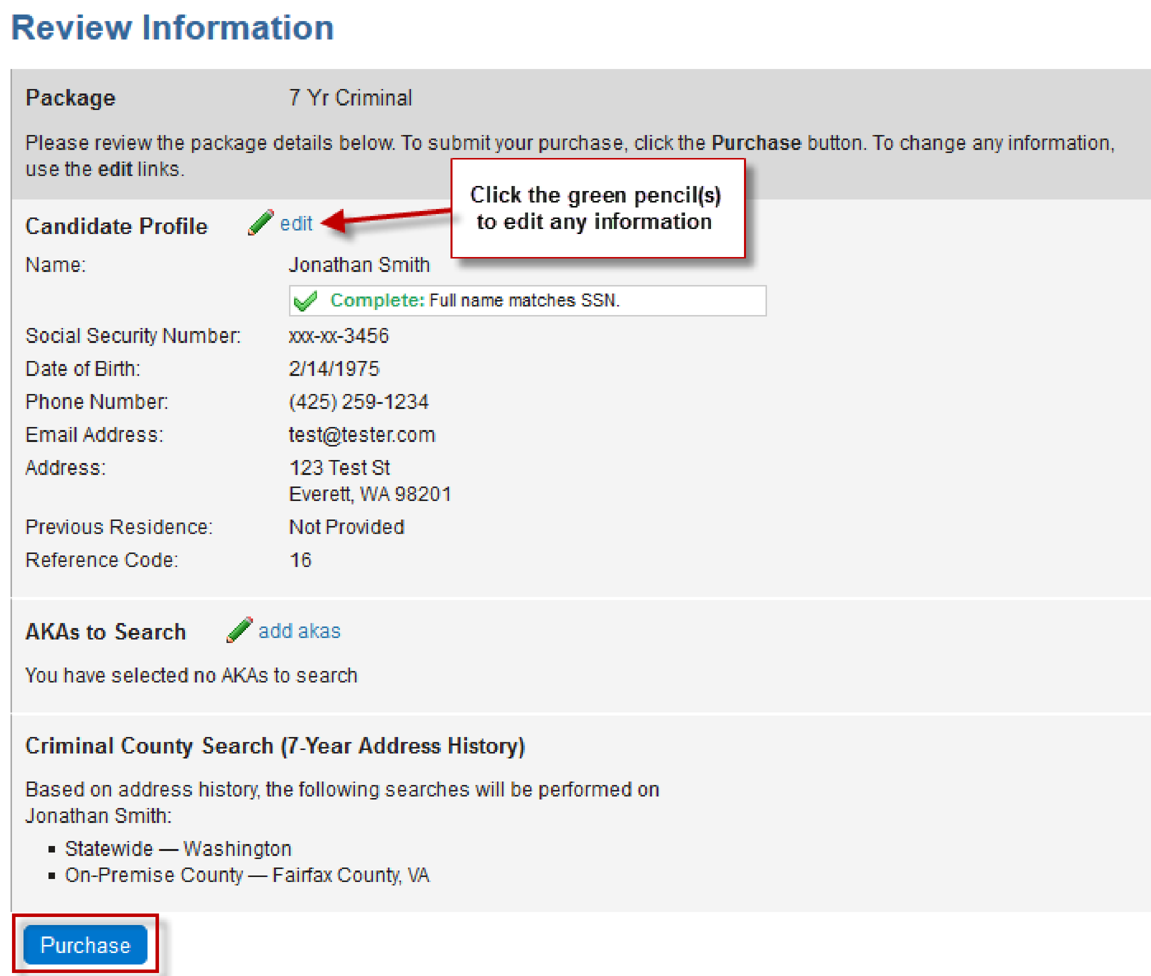
SterlingONE: Launch a Screening Order - Review Your Order

5. Next you will be prompted to review your order. Here you may make changes before submitting the screening, if needed.

Click **Purchase** to complete your order.



SterlingONE: Launch a Screening Order - Confirmation Page

6. After purchasing, a confirmation page is displayed. This page will provide a Report ID and notification of any additional required action.

Confirmation

Candidate	Jonathan Smith (6203125)	Go to Candidate View
Package	DOT Verification	View Report in Progress
Date Submitted	December 15, 2016	

Your Report is now processing.

All email regarding this order will be sent to **julie7vanek@gmail.com** and **jharder@talentwise.com**. To add or change addresses, or to turn off notifications, visit your Preferences page.

If you have any questions regarding this order, please call Customer Support at **1.866.338.6739** and reference **Report ID 99133376**.

IMPORTANT: Additional Action Required

PLEASE NOTE: If your account is configured to send special releases to the applicant, please disregard this notice.

Certain components of your request require additional action on your part before they can be processed:

- **FMCSA 3 Year Drug & Alcohol Verification — Please instruct the applicant to complete only the first section of this release. The remaining sections will be completed by the previous** **ase for each previous employer.** Sample Form

If the package includes any products that require a signed release to process, you will be prompted to upload the release form here

Please have your candidate sign all required forms and return them to you. Forms may be uploaded electronically or faxed to SterlingONE (Attention: Authorizations) at **1.877.974.6150**. When faxing, be sure to reference **Report ID 99133376** on your cover sheet. Keep originals for your records.

If you don't have an electronic version of the form available to you now, you may upload from your Screen tab by selecting **Attach Files** from the dropdown menu.

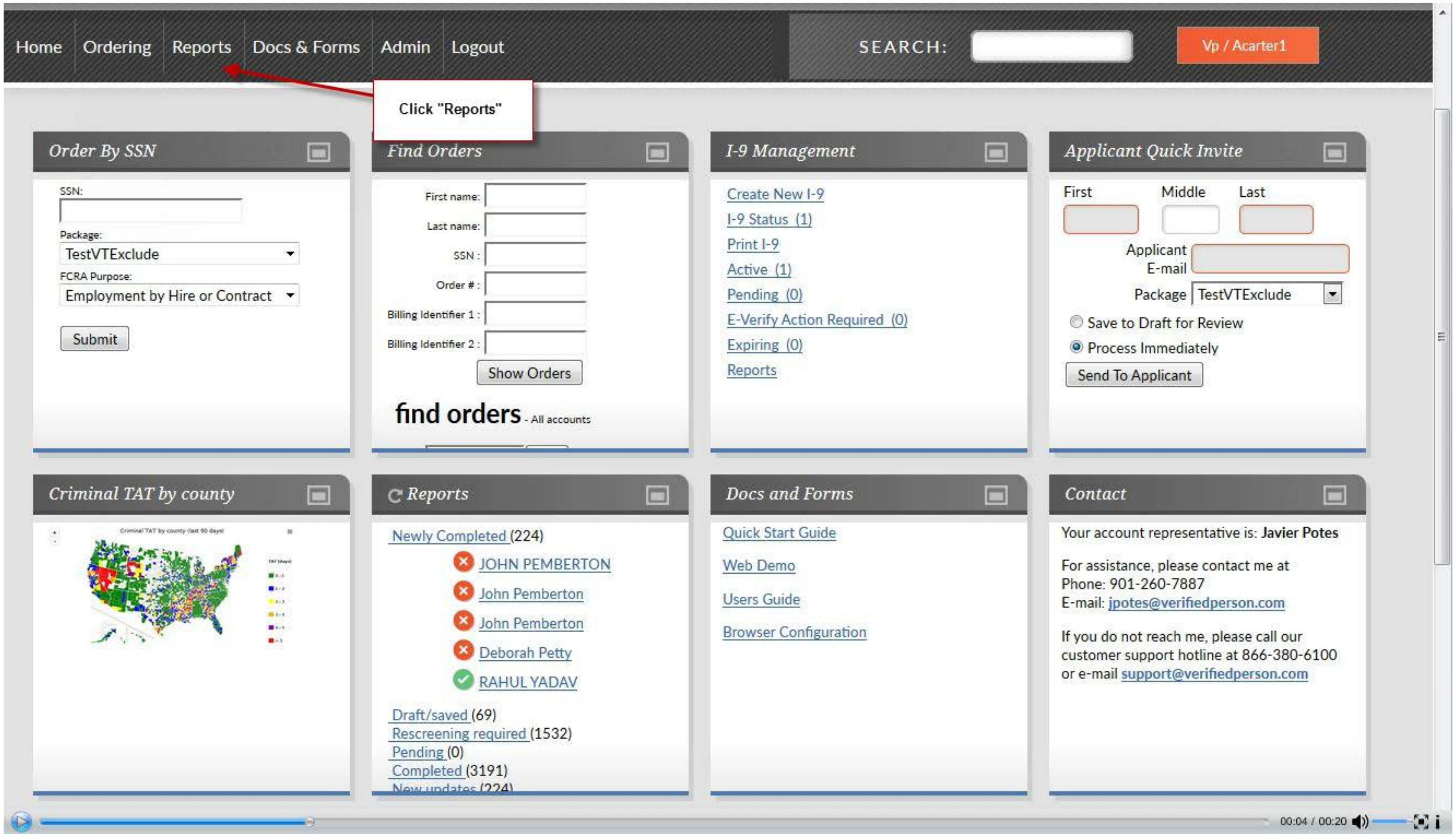
Upload File for Dot Test

Terms and Conditions | Privacy Policy |

Viewing Reports

Verified Person: Viewing Reports

- To view pending and completed reports in Verified Person, click **Reports**.



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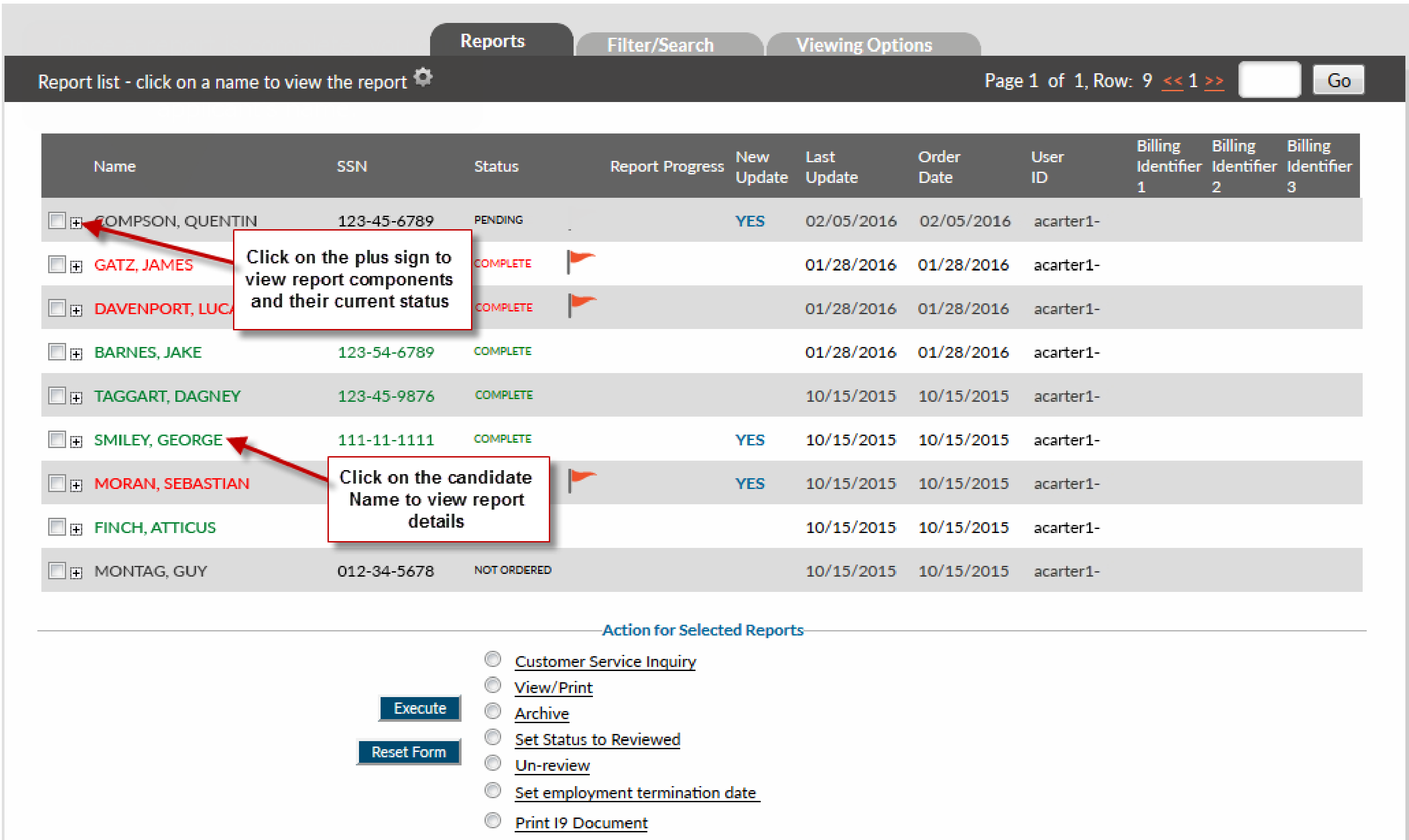
Verified Person: Viewing Reports



Reports | Filter/Search | Viewing Options

Report list - click on a name to view the report

Page 1 of 1, Row: 9 << 1 >> Go

Name	SSN	Status	Report Progress	New Update	Last Update	Order Date	User ID	Billing Identifier 1	Billing Identifier 2	Billing Identifier 3
COMPSON, QUENTIN	123-45-6789	PENDING		YES	02/05/2016	02/05/2016	acarter1-			
GATZ, JAMES		COMPLETE			01/28/2016	01/28/2016	acarter1-			
DAVENPORT, LUC		COMPLETE			01/28/2016	01/28/2016	acarter1-			
BARNES, JAKE	123-54-6789	COMPLETE			01/28/2016	01/28/2016	acarter1-			
TAGGART, DAGNEY	123-45-9876	COMPLETE			10/15/2015	10/15/2015	acarter1-			
SMILEY, GEORGE	111-11-1111	COMPLETE		YES	10/15/2015	10/15/2015	acarter1-			
MORAN, SEBASTIAN				YES	10/15/2015	10/15/2015	acarter1-			
FINCH, ATTICUS					10/15/2015	10/15/2015	acarter1-			
MONTAG, GUY	012-34-5678	NOT ORDERED			10/15/2015	10/15/2015	acarter1-			

Click on the plus sign to view report components and their current status

Click on the candidate Name to view report details

Action for Selected Reports

- Customer Service Inquiry
- View/Print
- Archive
- Set Status to Reviewed
- Un-review
- Set employment termination date
- Print I9 Document

Execute

Reset Form

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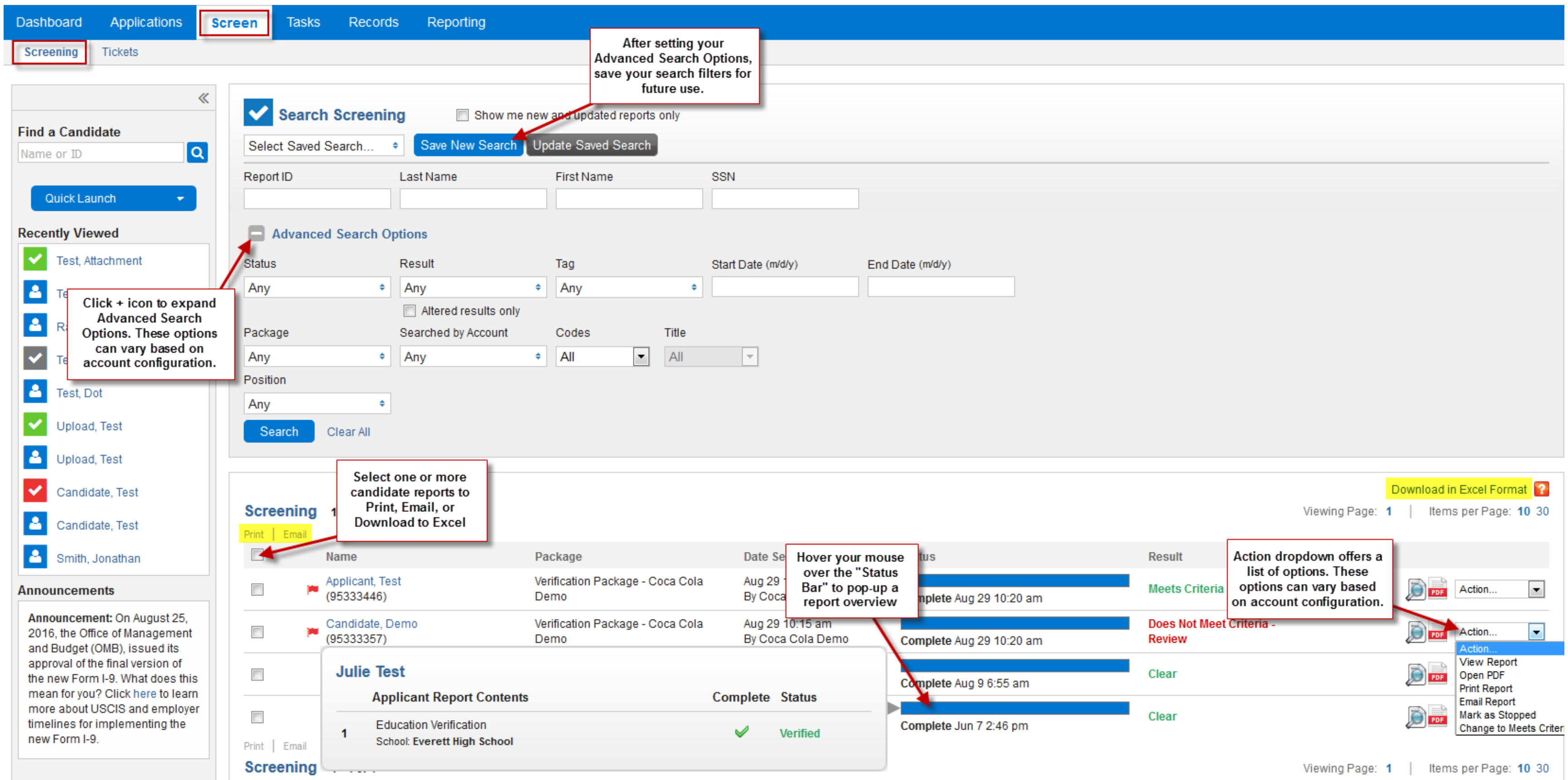
SterlingONE: Navigating the Screen Tab - Screenings

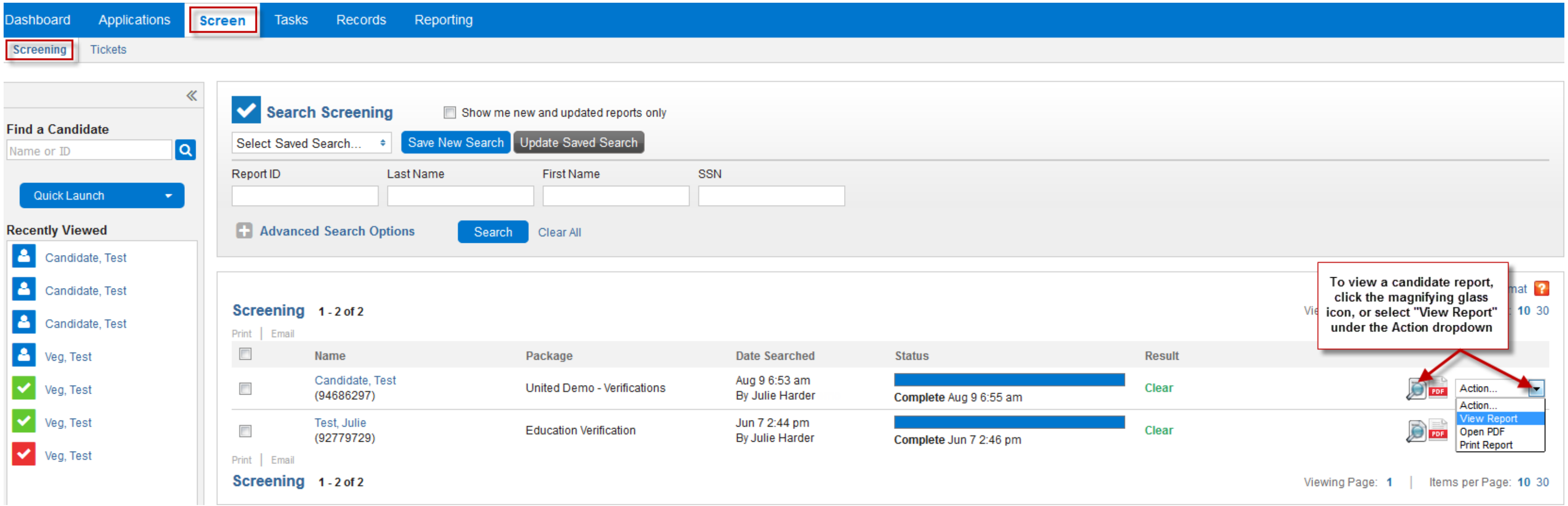
- In SterlingONE, all Pending and Completed reports are stored within your **Screen** tab > **Screening** sub-tab.
- SterlingONE reports are available for the lifetime of the account.
- By default, email notifications are sent to the requestor when a candidate report is complete.



SterlingONE: Viewing a Candidate Report

- To locate a specific candidate report in SterlingONE, search for the report by Report ID, Last Name, First Name, or SSN. After locating the candidate report, click the magnifying glass icon or select **View Report** under the **Action** drop-down to view it.

Note: You may also search for existing candidate profiles using the **Find a Candidate** field or via the **Records** tab. Candidate profiles house all reports submitted for a single candidate.



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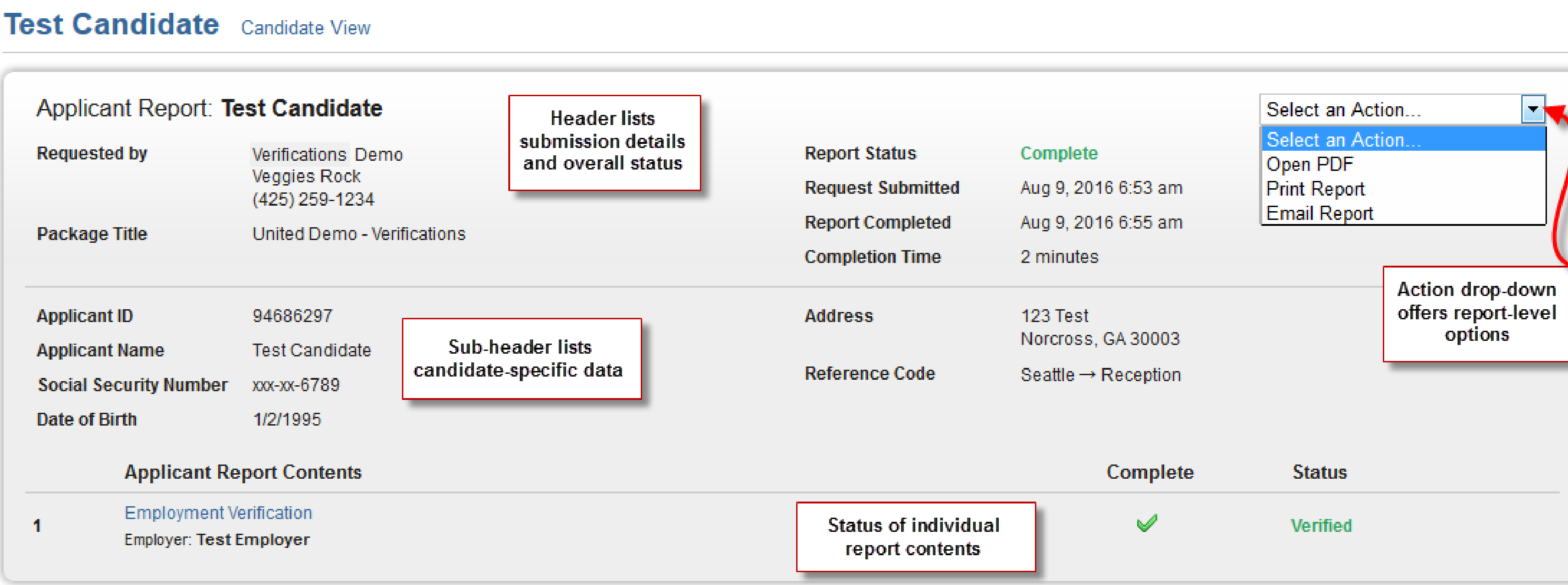
SterlingONE: Viewing a Candidate Report

- You will be taken to the Report View page.
- The Report View header offers a high-level overview of the report's contents.



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SterlingONE: Viewing a Candidate Report

- Further down the Report View page, additional details are provided for each individual report component.

1 SSN Trace

SSN	xxx-xx-6888
State Issued	VIRGINIA
Primary Name Searched	TEST TESTER No Data: Valid SSN, no record found.
Possible Alternative Names	No possible alternative names were found for this candidate.

2 Criminal County Search (7-Year Address History) — Jurisdiction: **Washington - Statewide**

Search Type	FELONY AND MISDEMEANOR
Jurisdiction Searched	WASHINGTON - STATEWIDE The following county was also checked individually: King
Result	Alert 1 record found

A red Alert will indicate discrepancies or records found

Record 1 of 1

Court	SUPERIOR
Case Number	B5049314381XT
File Date	2005-08-15
Offense Type	CRIMINAL NON-TRAFFIC
Offense Description	CH1 - THEFT-1 OVER $1500 (NOT FIREARM) CH2 - FORGERY
Disposition Date	2006-02-22
Disposition	CH1 - 2M JAIL WITH 30 DAYS CONV TO 240H COMM SVC. CH2 - DISMISSED
Subject Identifiers	NAME AND DOB

Full details of criminal records are provided

3 Multi-State Instant Criminal Check

Search Description	Using the candidate's name and date of birth, we have searched case, sentencing, disposition, and other criminal-related records for all available jurisdictions in the United States.

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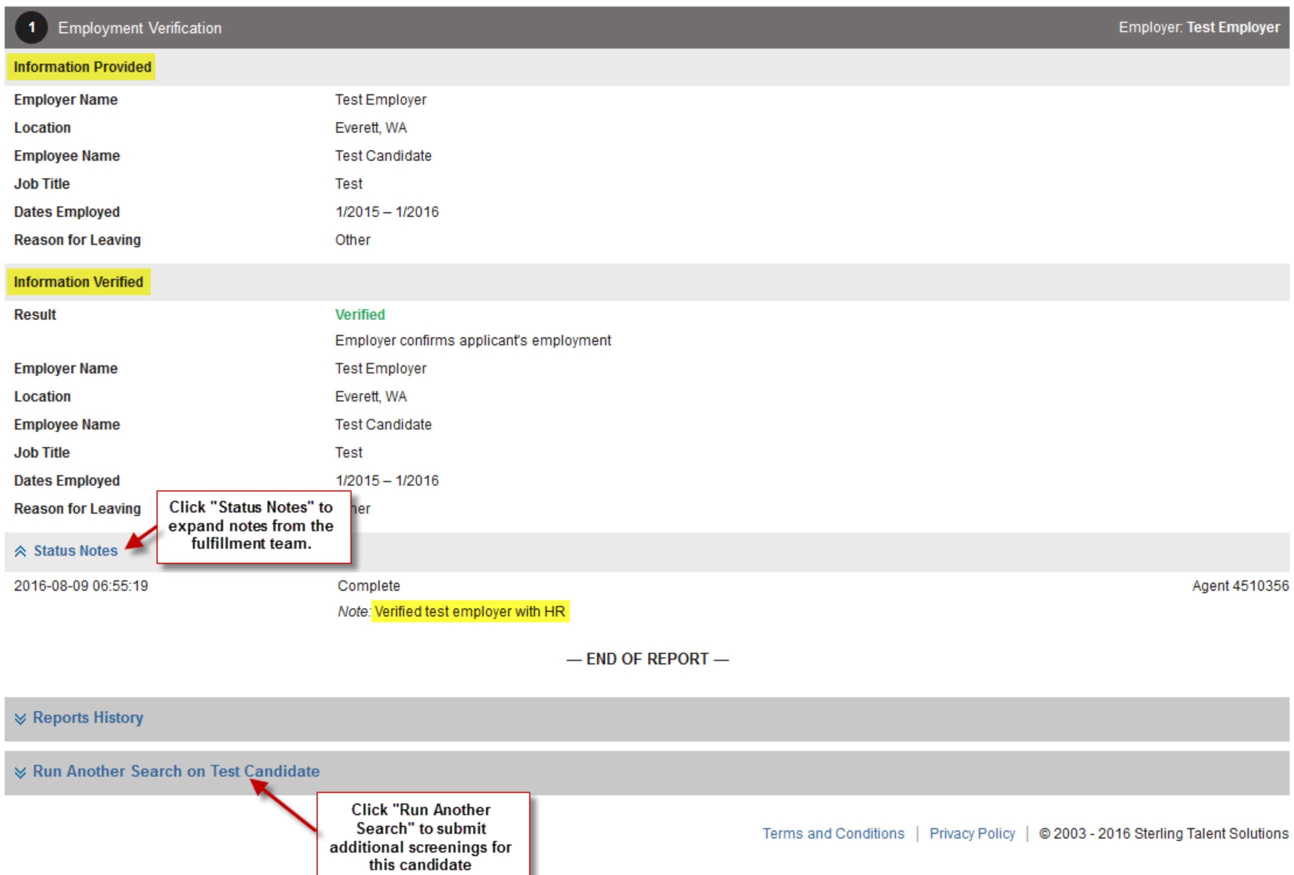
SterlingONE: Viewing a Candidate Report

- Reports including Verifications (such as Employment, Education, References, and Credentials) will provide both the details as provided by the candidate and the final details as verified by Sterling Talent Solutions.



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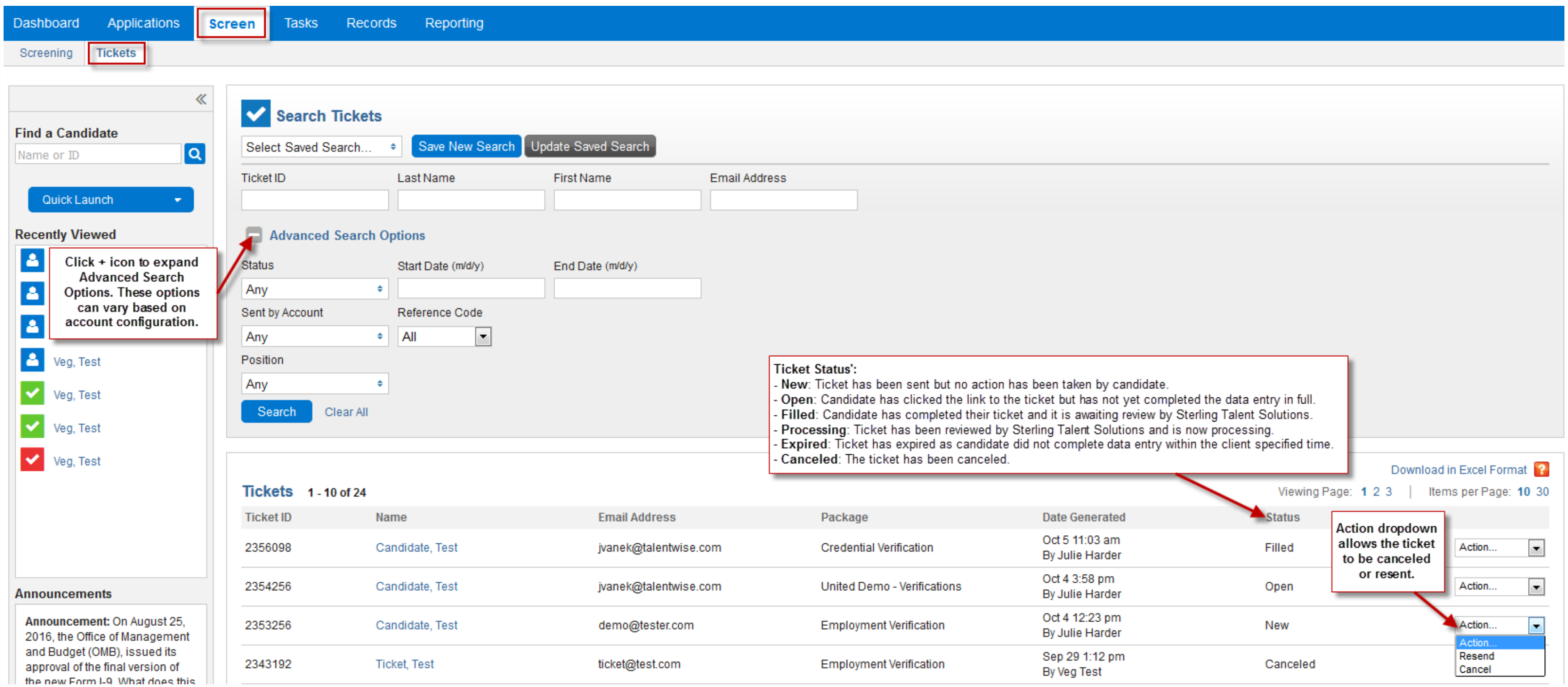
SterlingONE: Navigating the Screen Tab - Tickets

- All Pending and Completed tickets are stored within your **Screen** tab > **Tickets** sub- tab.
- Ticket history is available for the lifetime of the account.
- Tickets are set by default to expire after 5 business days, with a reminder email notification sent every other business day. The expiration and reminder notification timeframes can be changed per client request. Reminders can also be manually sent via the **Action** dropdown.
- Tickets can only be resent when in “New” status. Once “Open” Sterling can help you resend.



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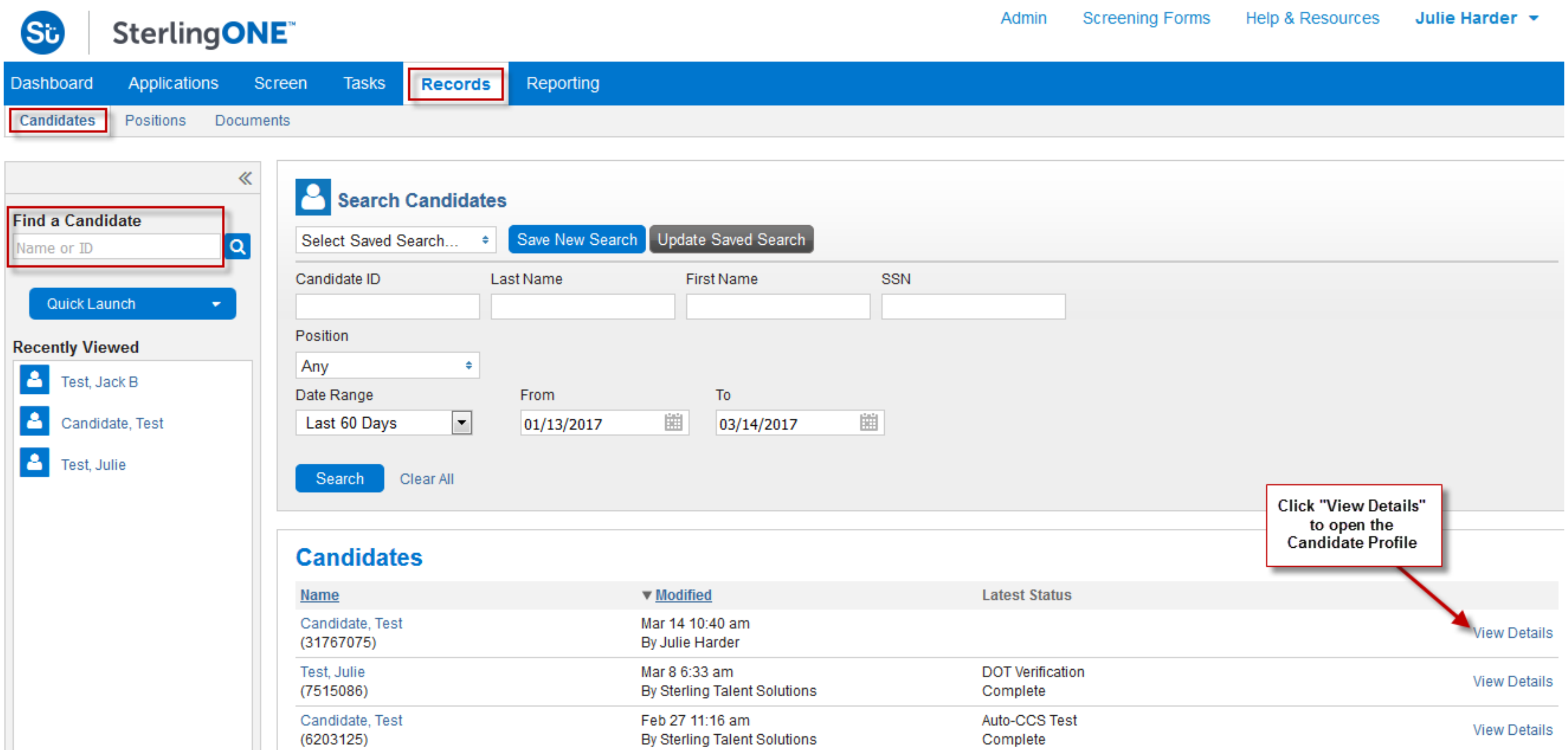
SterlingONE: Records Tab

SterlingONE: Navigating the Records Tab

- The **Records** tab > **Candidates** sub-tab offers a high-level overview of all candidates entered.
- Locate candidate profiles via the **Find a Candidate** search field, or via the **Records** tab. The Records tab allows you to search for candidates using an SSN.



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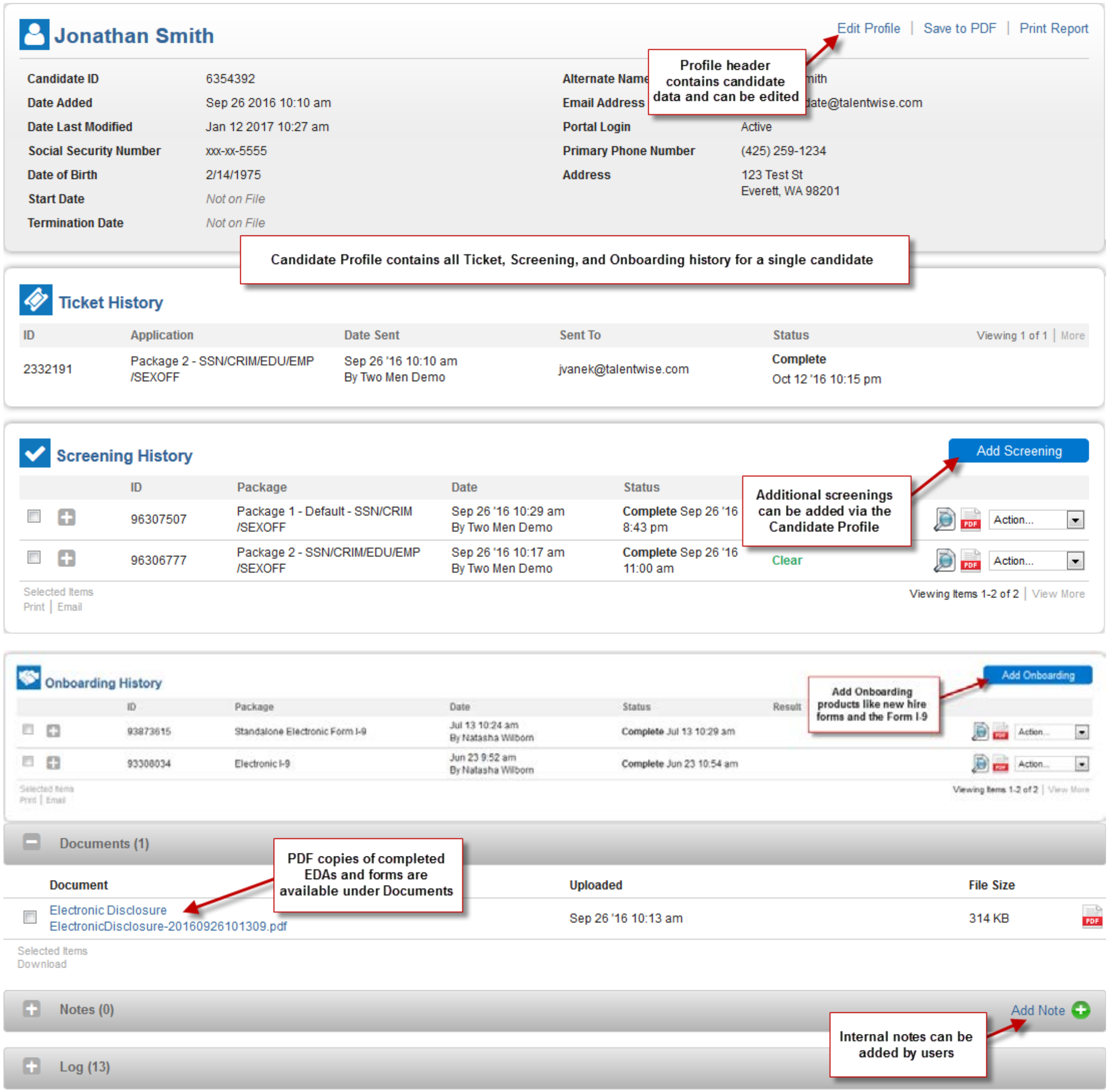
SterlingONE: Navigating the Records Tab - Candidate Profile



- Editing a candidate profile does not update existing or in flight reports.
- All ticket, screening, and onboarding history is available within a unique candidate profile and is visible for the lifetime of the account.
- Candidate documents, such as electronically signed disclosures and onboarding forms are also available.

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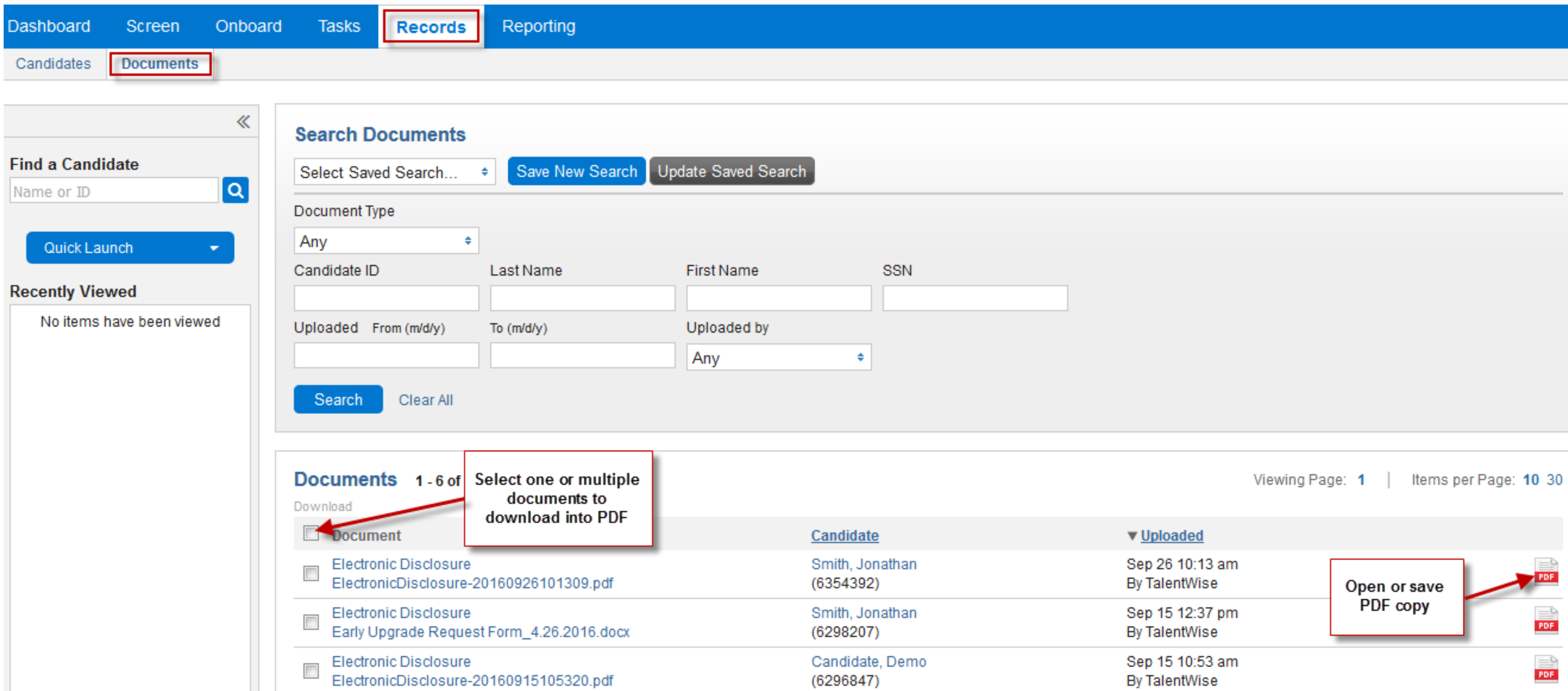
SterlingONE: Navigating the Records Tab - Documents

- The **Records** tab > **Documents** sub-tab houses complete onboarding and Electronic Disclosure & Authorization (EDA) forms for all candidates.
- Documents are available for the lifetime of the account.



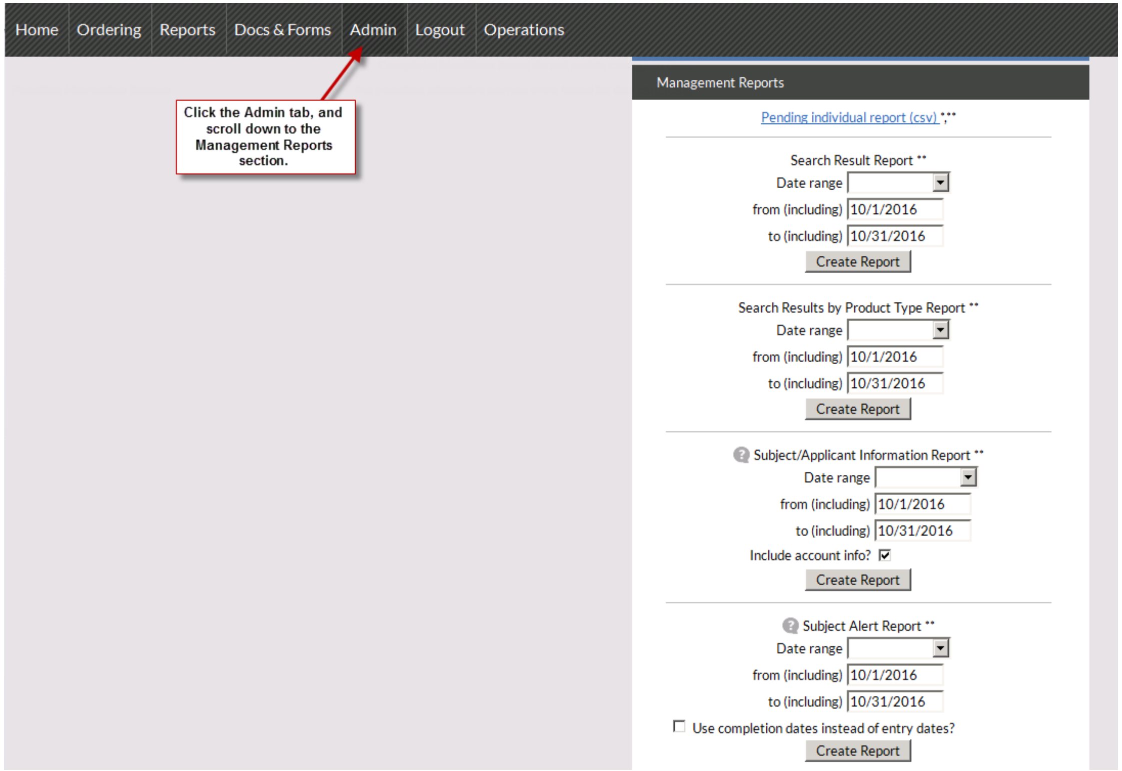
Reporting Capabilities

Reporting capabilities in SterlingONE include billing reports, TAT reports and invoices & statements, all within the SterlingONE user dashboard!

Verified Person: Reporting

- Users have access to the following reports in Verified Person:
  - Search Results
  - Search Results by Product Type
  - Subject/Applicant Information
  - Subject Alert

***Note**: Invoices are not accessible within the Verified Person platform.



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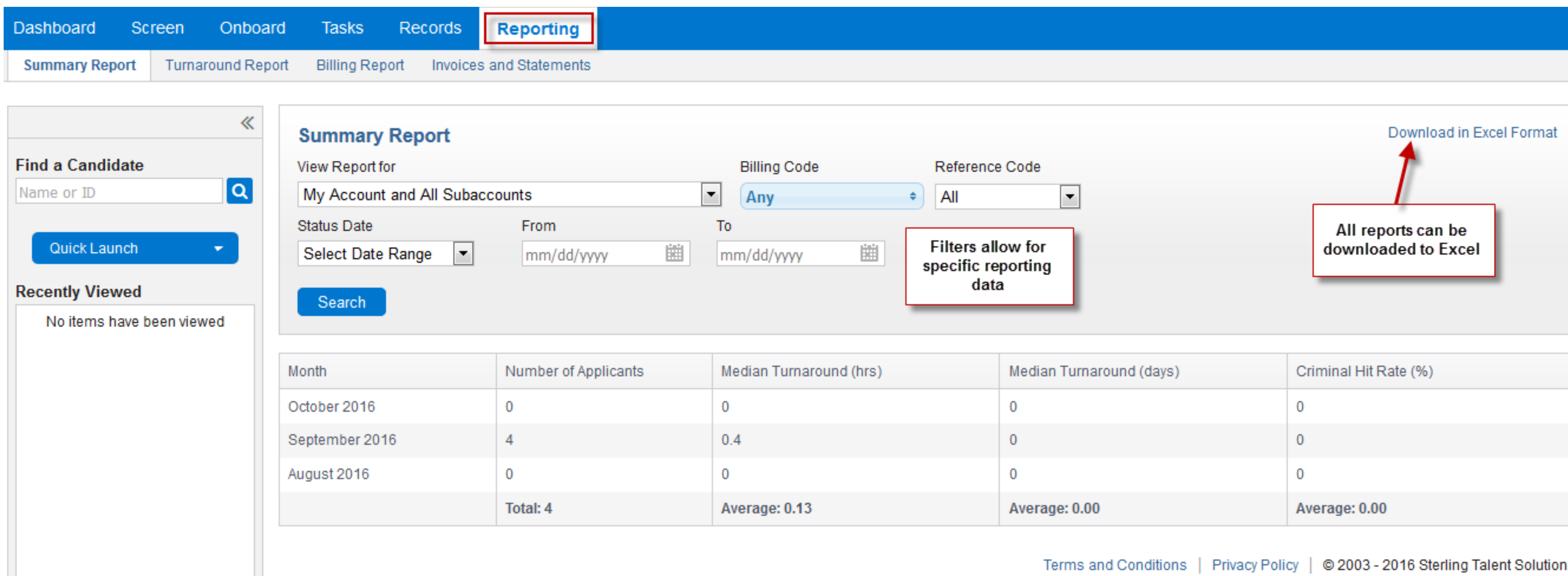
SterlingONE: Navigating the Reporting Tab

- Based on View Rights and Products, users will have access to, some or all, of the following reports in SterlingONE:
  - **Summary Report:** Number of applicants per month, Median TAT (turnaround time hours and days), and Criminal Hit Rate (%)
  - **Turnaround Report:** Turnaround time by month and hour
  - **Billing Report:** Detailed billing report of costs per candidate, including fees.
  - **Invoices and Statements:** Monthly Invoices and Statements are accessible via your account!



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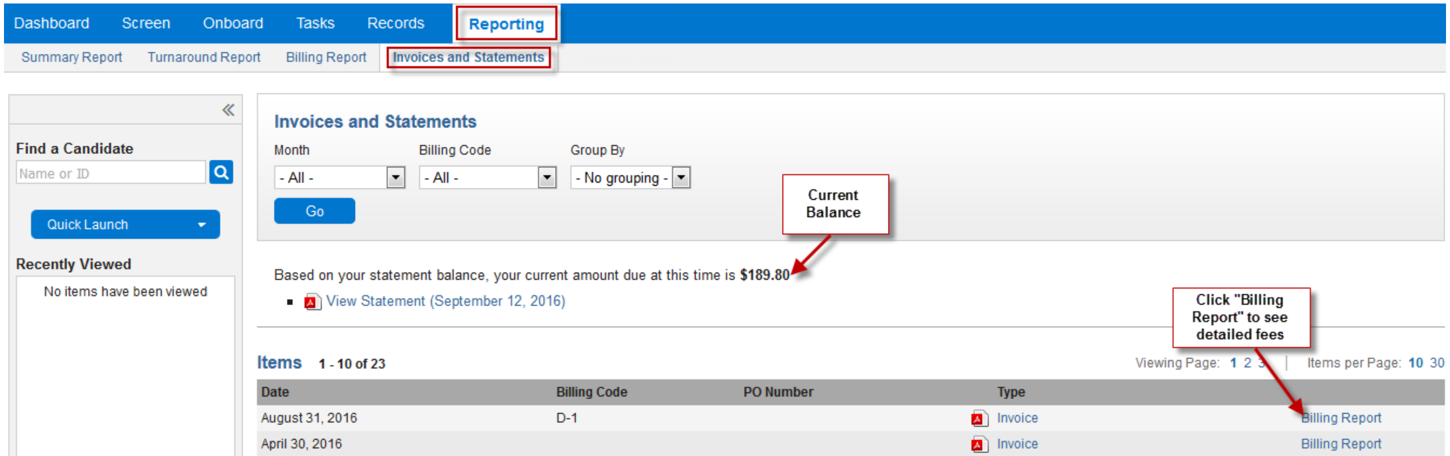
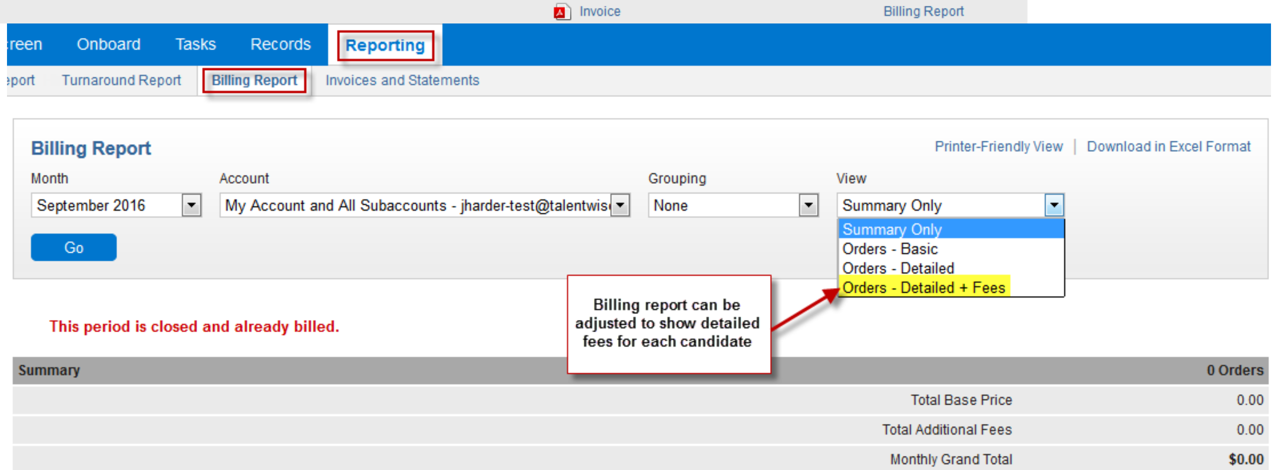
SterlingONE: Navigating the Records Tab - Invoices and Statements

- Invoices are posted to your SterlingONE account on the 1st of every month.
- An invoice email notification is sent between the 7th and 10th day of each month.
- Invoices reflect the total month-end charges; Billing Reports break down costs per candidate.

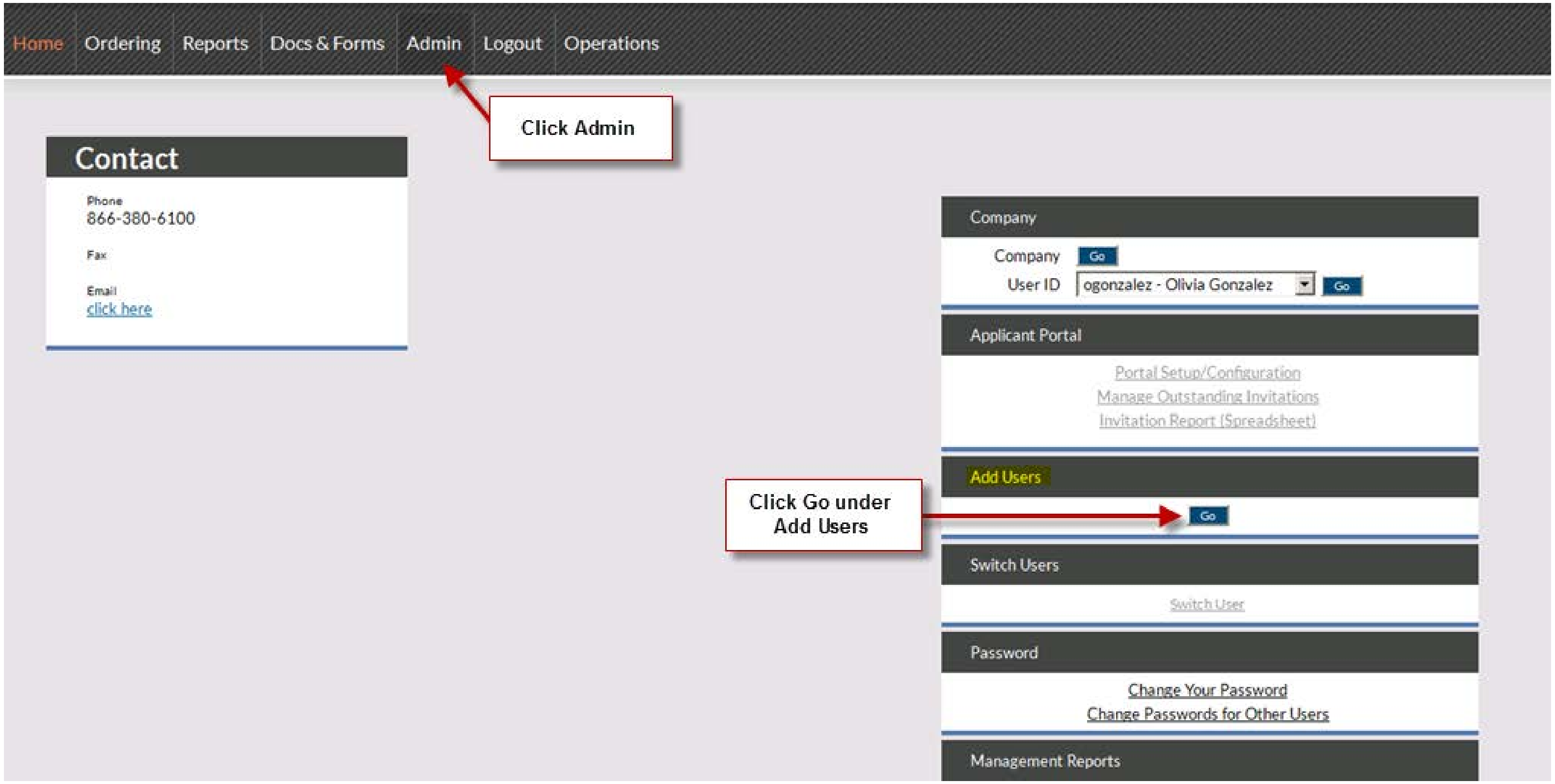




Adding a New User - Admin

Verified Person: Adding a User

- In Verified Person, clients can create new users by clicking the **Admin** tab, and clicking **Go** under the **Add Users** section.



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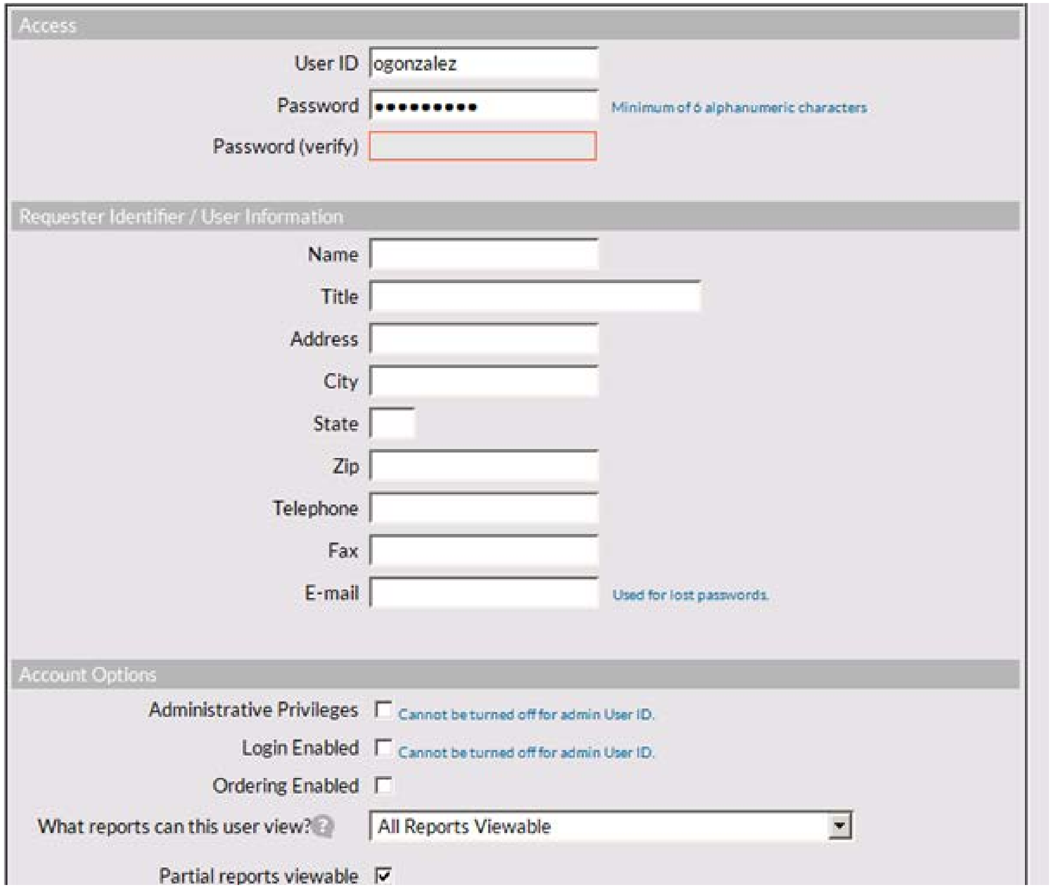
Verified Person: Adding a User

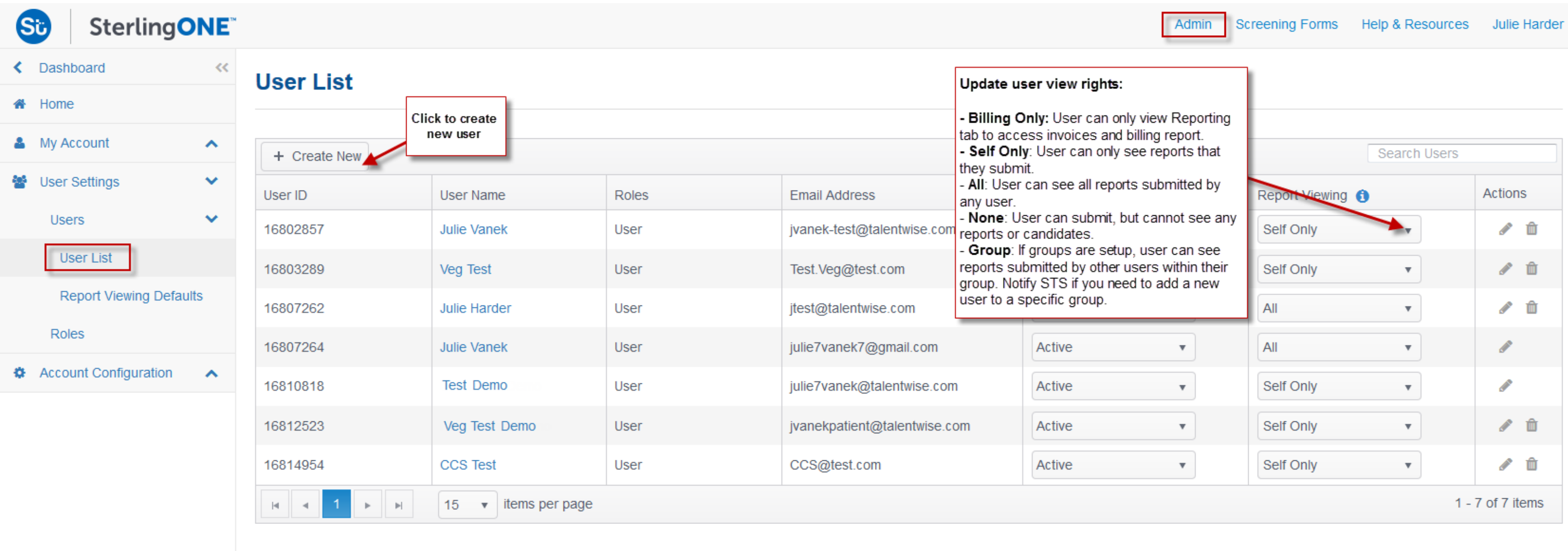
- Next, complete the new user information and account options.
- Click **Submit**.



SterlingONE: Navigating Admin - Adding a User

The **Admin** tab allows parent users to view existing subaccounts, create new users, and change existing user's report viewing rights.

1. To create a new user, click **Create New.**



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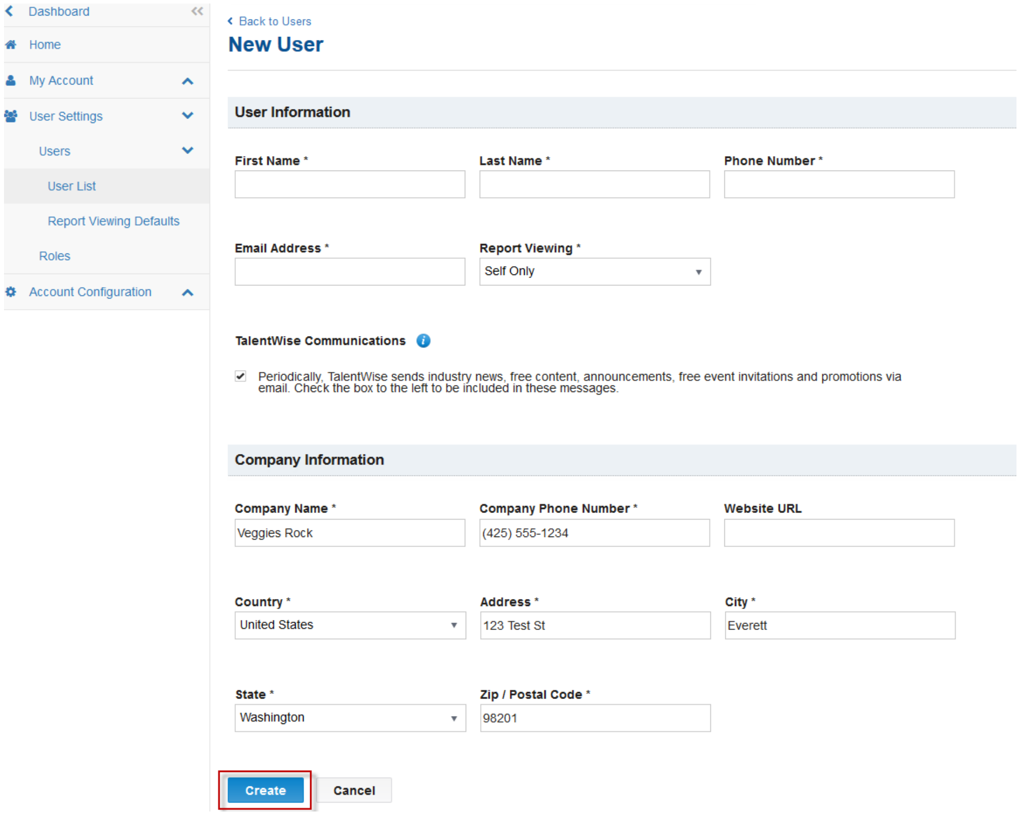
SterlingONE: Navigating Admin - Adding a User

2. Complete required fields marked with an asterisk.
3. Click **Create.**

Once created, the new user will automatically receive a Welcome email with their login credentials.



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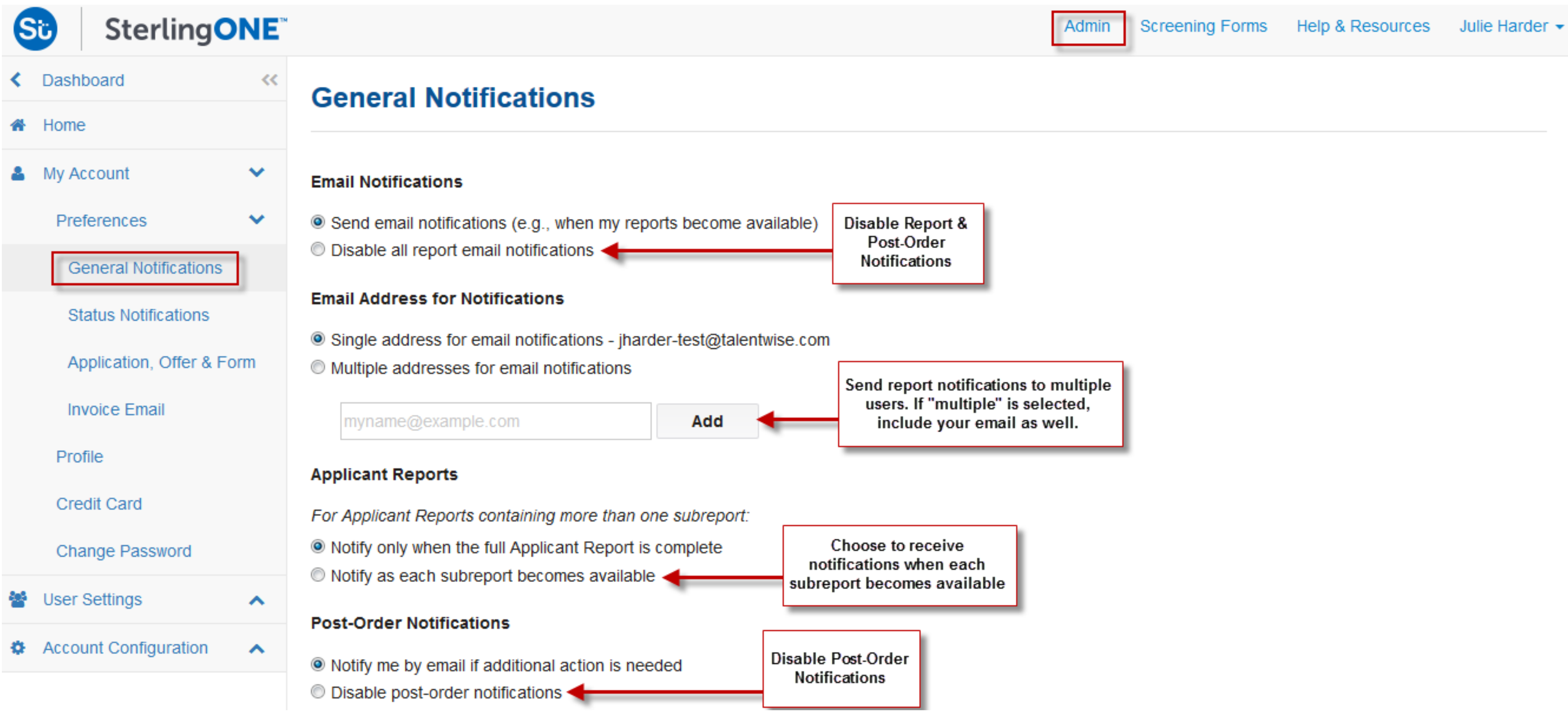
Notification Settings - Admin

In the SterlingONE platform, you can control a select set of notification settings!

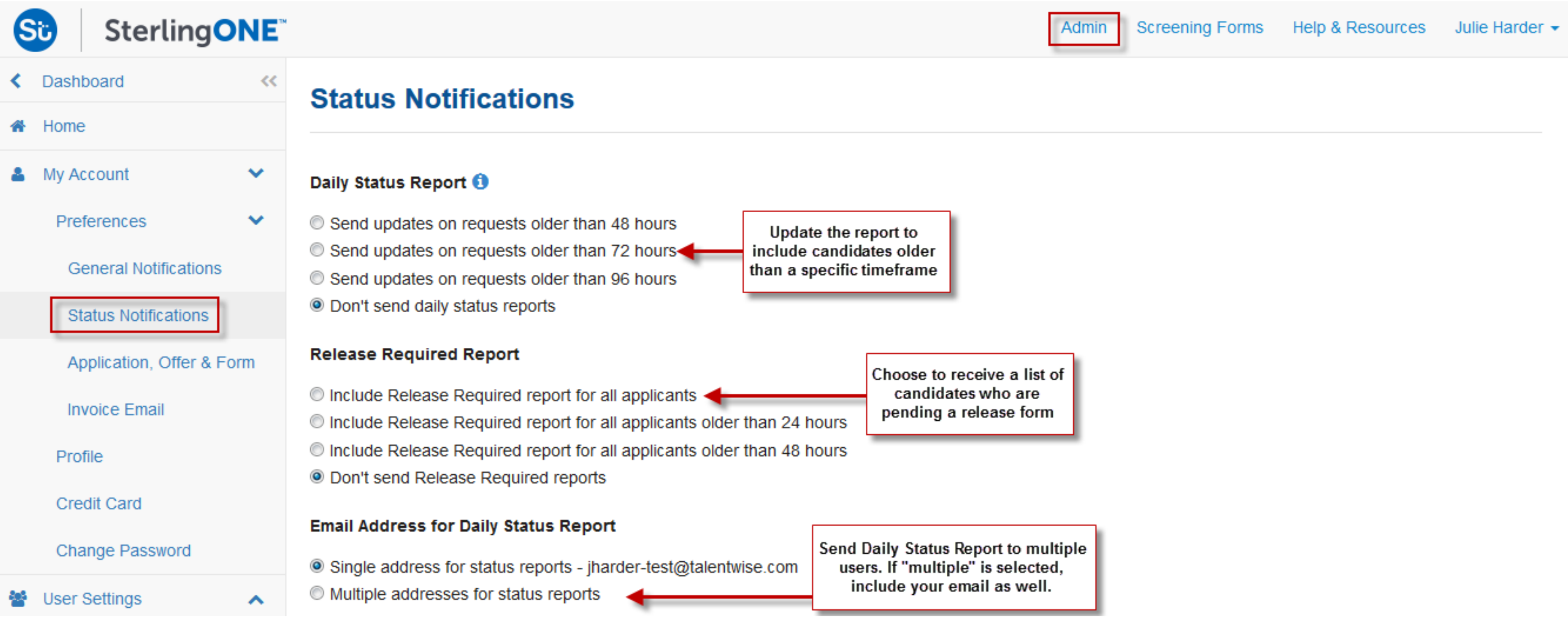
SterlingONE: Navigating Admin - Notifications

- Each user has access to adjust their general notification preferences:
  - Completed report notifications are sent to the requestor when the report is complete.
  - Notifications, by default, are sent to the user who submitted the request.
  - Post-Order Notifications alert the user when additional action is required, for example, when a release form is needed.



SterlingONE: Navigating Admin - Notifications

- Each user has access to adjust their status notification preferences:
  - By default, status notifications are turned off, however during account setup they may be enabled to send daily reports for all candidates over 72 hours old and include all candidates pending a release form.



Screening Forms and Help & Resources

SterlingONE offers self-help resources via our Help & Resources page!

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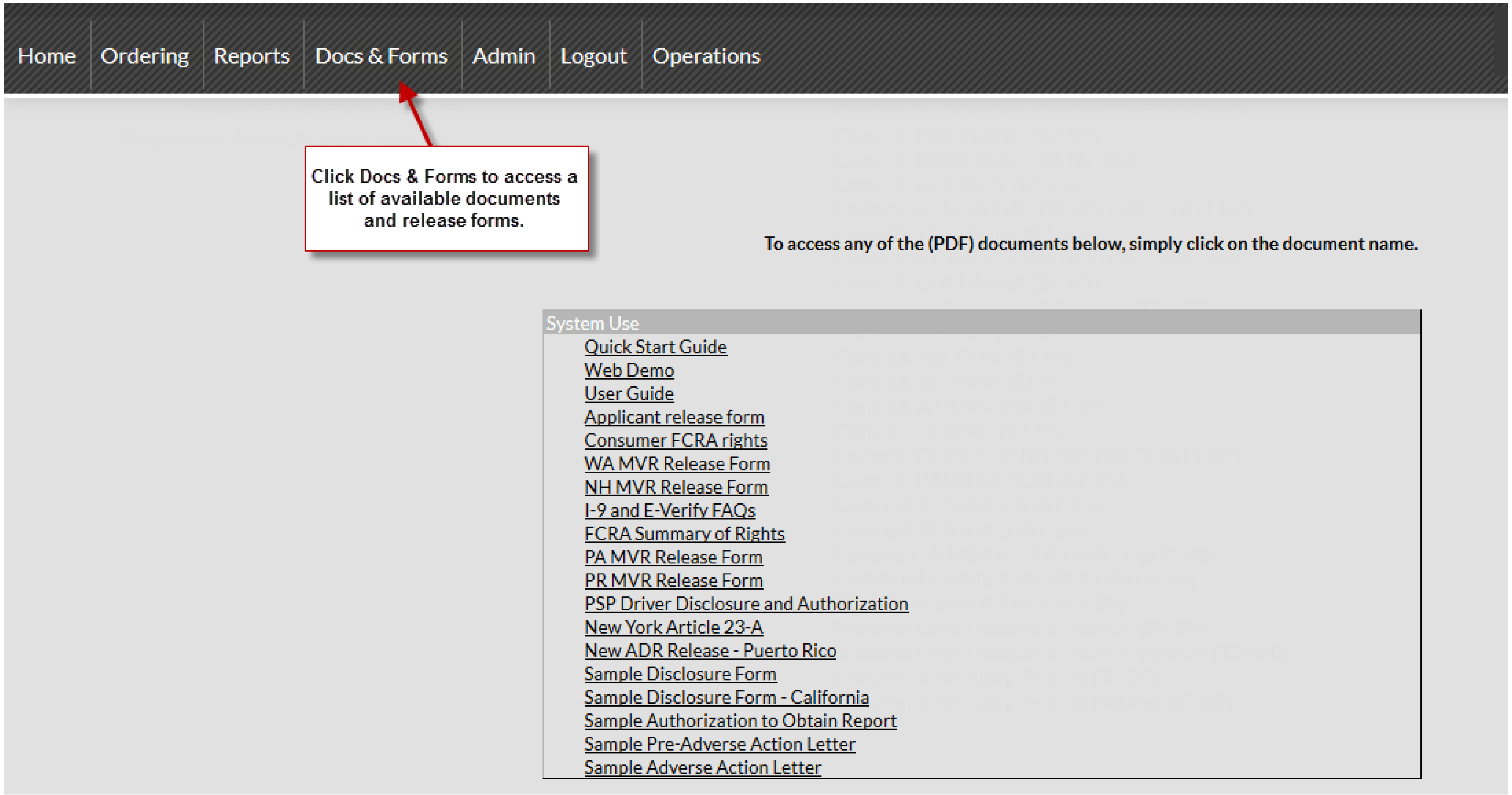
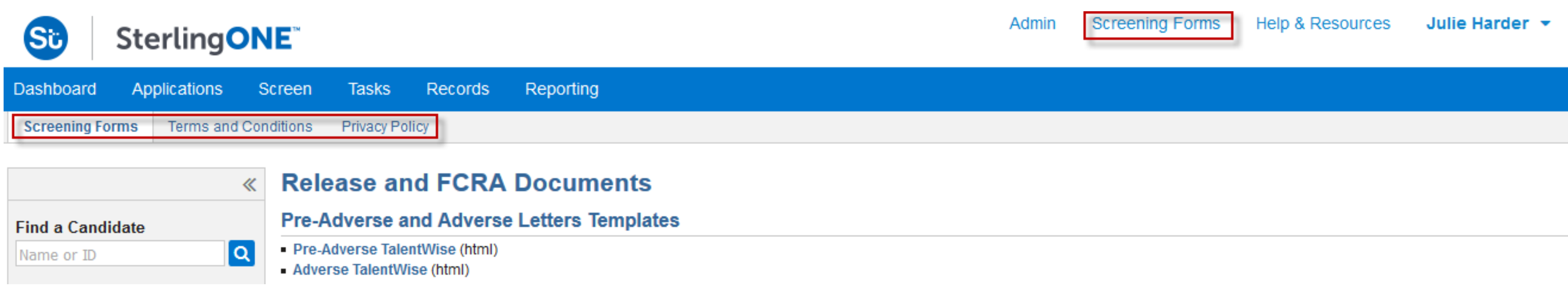
Verified Person: Navigating Screening Forms/Releases

- Accessing releases and forms in Verified Person:



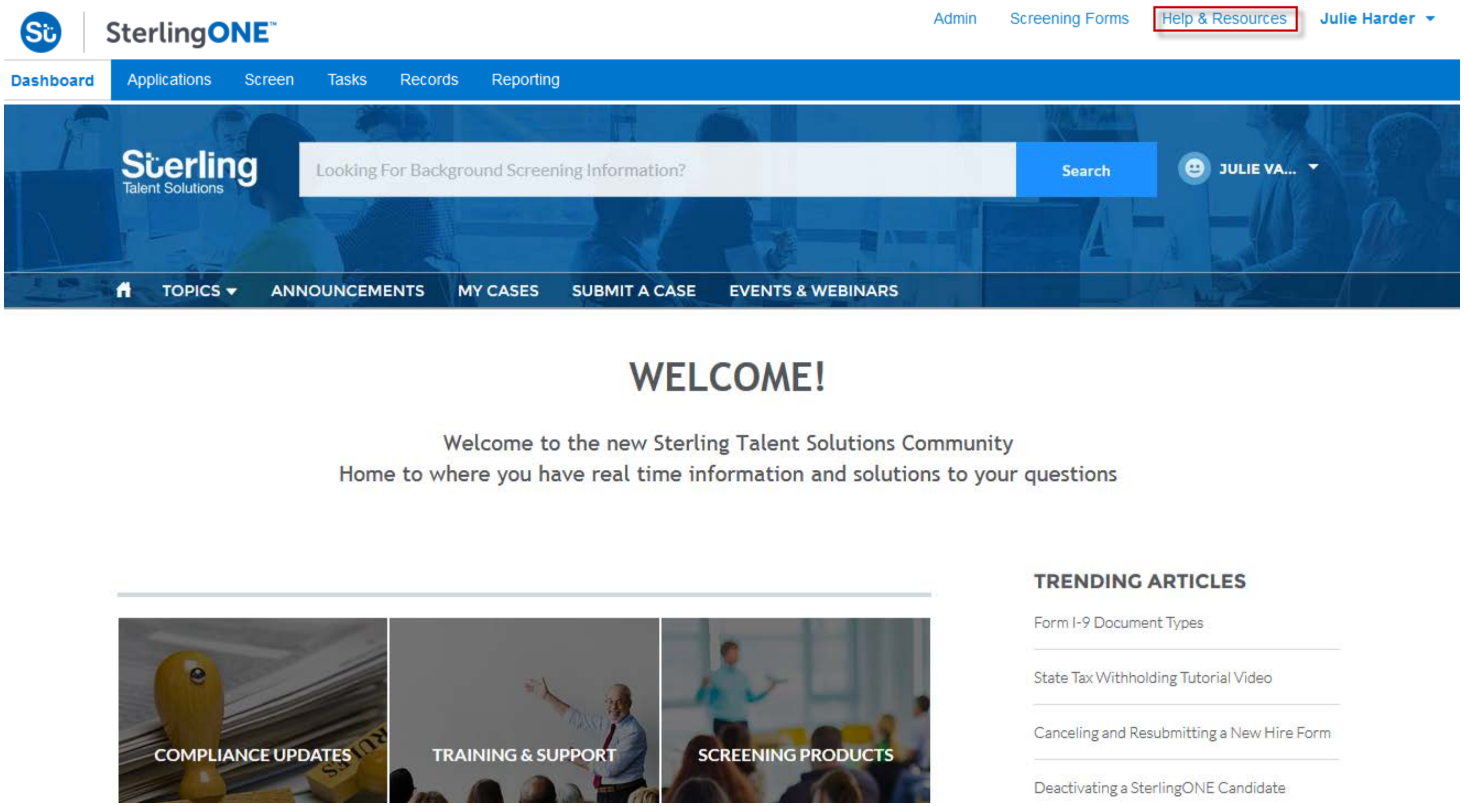
SterlingONE: Navigating Screening Forms

- In SterlingONE, the **Screening Forms** section of your Dashboard houses samples of Sterling Talent Solutions Pre-Adverse and Adverse Action letters or custom templates as outlined by your company.
- You will also find a link to Sterling Talent Solutions Terms and Conditions, and Privacy Policy.



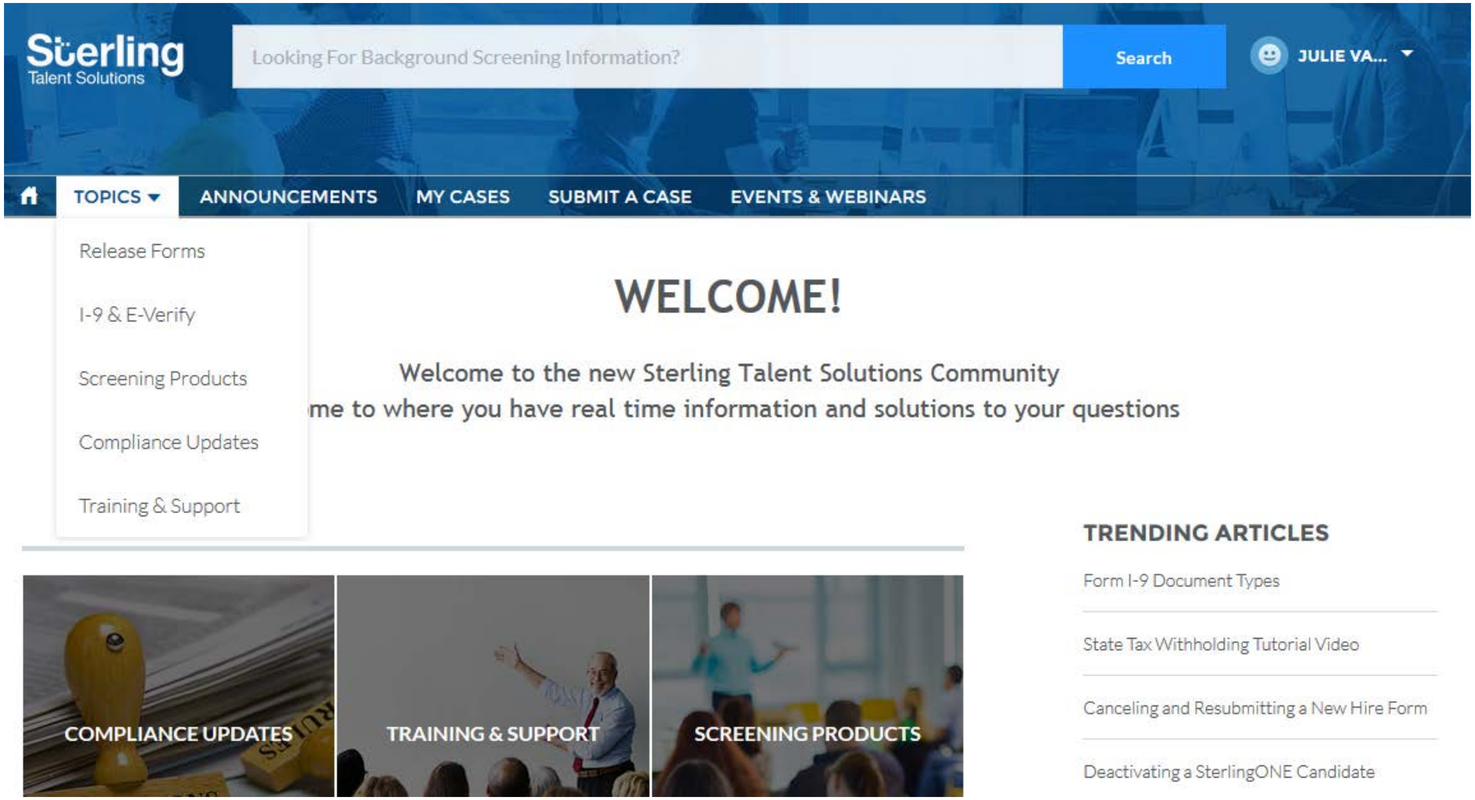
SterlingONE: Navigating Help & Resources

- The **Help & Resources** link gives you access to Sterling Talent Solutions extensive knowledge base at any time. Here you can get product and technical support, stay up-to-date with compliance issues, create and manage support cases, and learn more about SterlingONE.
- To access **Help & Resources**, click on the link in the upper-right corner of your Dashboard. A second tab will open.

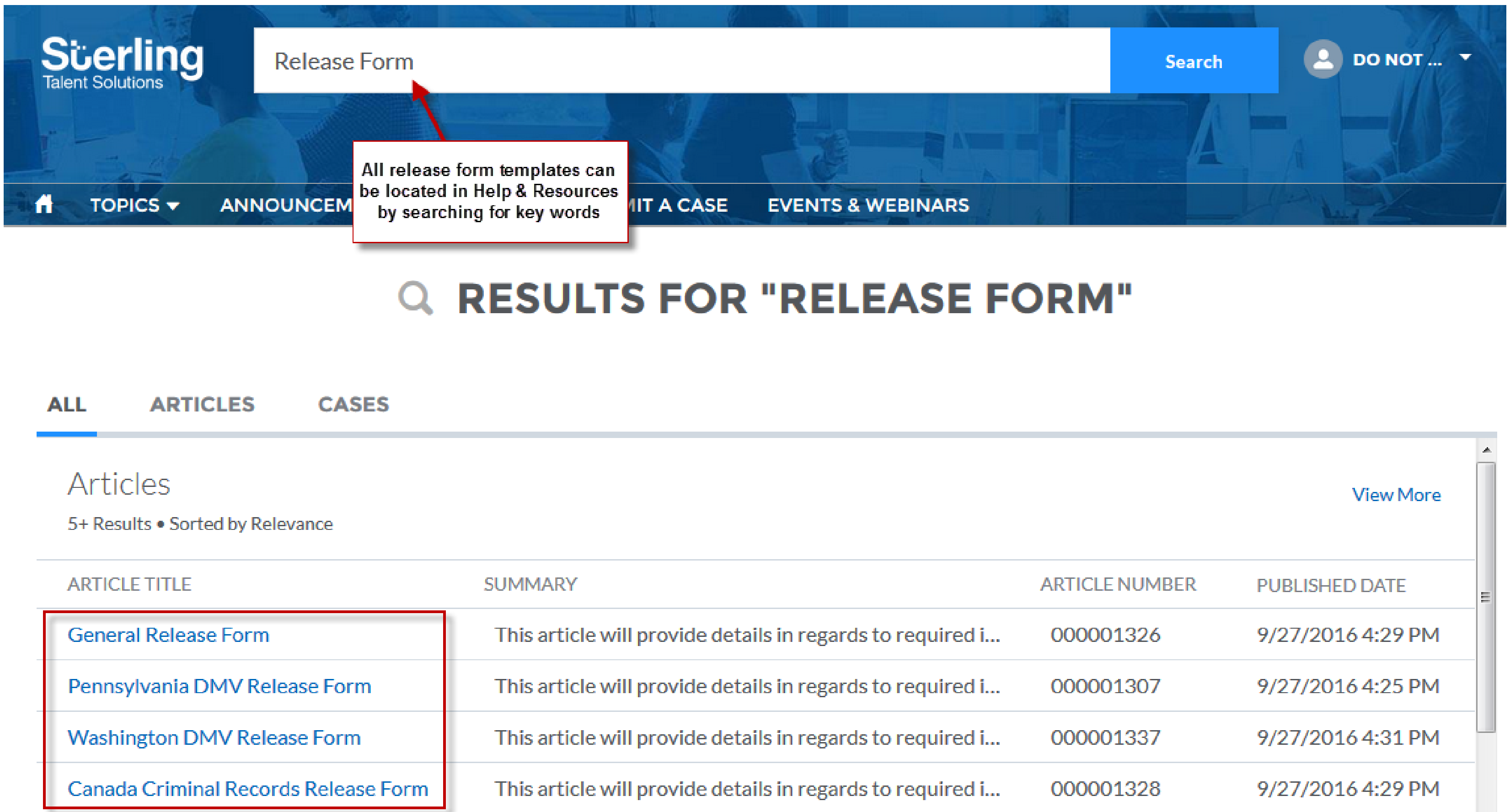


SterlingONE: Navigating Help & Resources

- The search bar at the top allows you to search keywords and topics within the Help & Resources knowledge base. This is great if you have an idea of what you're looking for.
- The **Topics tab** lets you explore all of the areas within Help & Resources. You can browse articles relating to Product information, Training & Support, Release Forms, and Compliance information.



SterlingONE: Release Forms - Navigating Help & Resources



SterlingONE: Navigating Help & Resources - Tabs

Other helpful tabs on the **Help & Resources** main page include:

Announcements tab:

- Takes you to a page dedicated to SterlingONE System Updates.

My Cases tab:

- Will list all of your open support cases and their current status. To see case details, just click on the link to go to the case detail page. If you don't have any open support cases, this tab will be empty. Open cases can also be viewed at the bottom of the home page.

Events & Webinars tab:

- Will take you to a page where you can register for upcoming training, compliance, and informational webinars.

Additional Information:

- Trending Articles are shown to the right of the page.

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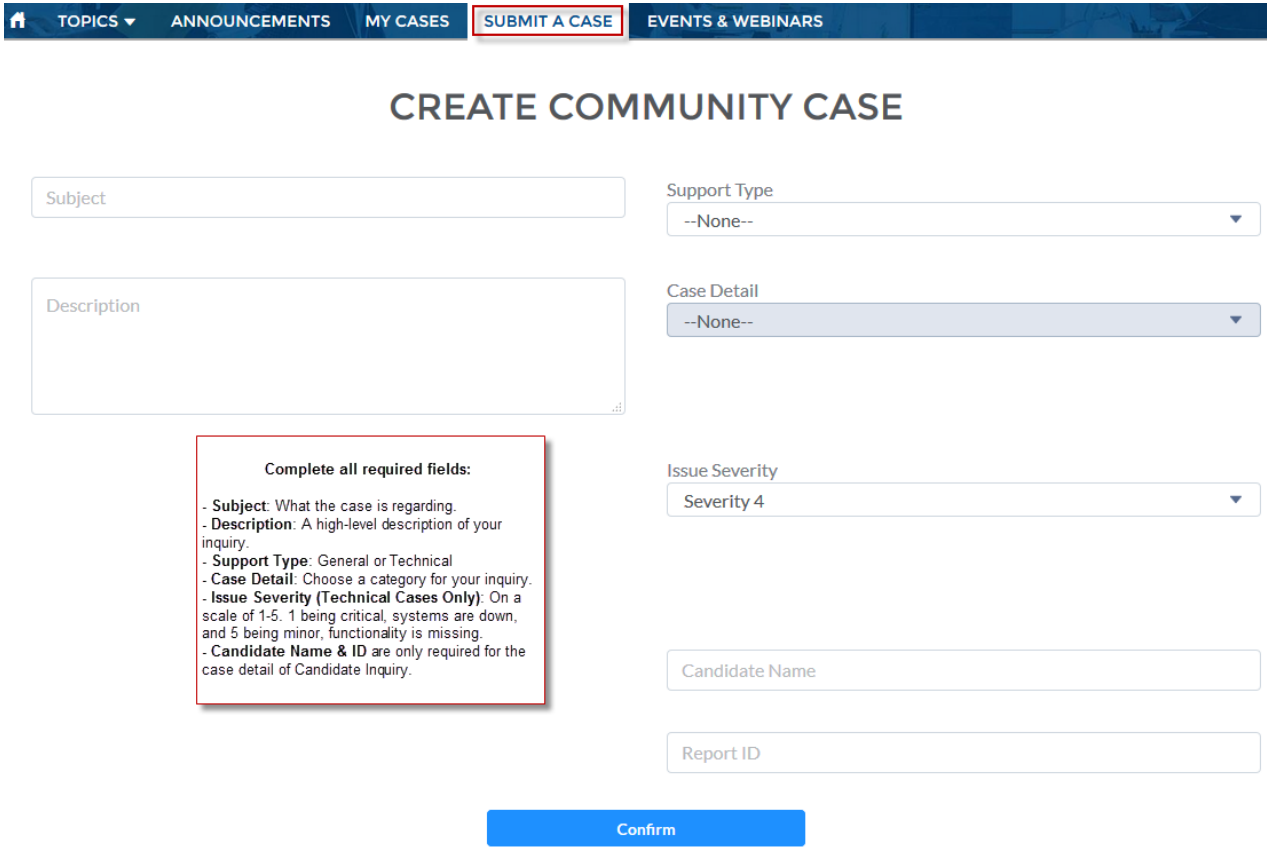
SterlingONE: Navigating Help & Resources - Creating a Case

- There are many locations to create a case:
  - Under the **My Cases** tab, under the **Submit a Case** tab, or under the **Trending Articles** on the Home page.
- Cases will be routed to your dedicated Client Services POD.



Compliance

Minor experience changes on the SterlingONE platform help you be more compliant!

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Compliance Experience Changes

- Additional information on these changes will be discussed on weekly Monday webinars with our Vice President of Compliance.

Details of the SSN Trace are not visible on the report

- In keeping with industry best-practices, address history will now be used solely as an internal pointer tool to locate possible alternative names and jurisdictions for court searches. This means that a candidate's address history will no longer be viewable to you on the background report. Both clients and screening companies run the risk of litigation if the information is provided in the context of employment screening.

Adverse Action must be manually initiated

- Based on laws in some jurisdictions and EEOC guidance, Sterling Talent Solutions does not score or rate a background check for a clients' applicant and then automatically send the Pre-Adverse action letter.
  - New York Fair Chance Act
  - Los Angeles Fair Chance Initiative
  - Equal Employment Opportunity Commission

Nationwide Database records will be validated at the court level

- Section 613 of the FCRA states that a consumer reporting agency must maintain strict procedures designed to insure that whenever public record information, which is likely to have an adverse effect on a consumer's ability to obtain employment, is reported, it is complete and up to date. Sterling validates all criminal records found in the Nationwide Criminal Database search in order to be compliant.

New products cannot be added to existing reports

- In order to ensure all reports are accurate and up-to-date, additional searches must be submitted within a new report and cannot be added to existing reports. All reports for a single candidate are consolidated under the Candidate Profile.

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SterlingONE Simplifies Screening & Onboarding

The following slides will showcase additional features of the SterlingONE platform that you may have interest in post-upgrade.

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We Understand the Complexity of Hiring

In talking to customers, they've told us that before using SterlingONE, their manual hiring processes were:

Inefficient for HR

- Less time for strategic tasks
- Hard costs in paper and shipping
- Substantial new hire replacement costs

Creating Compliance Risks

- Excessive human involvement vs. leveraging automation
- Difficult to keep up with current government forms
- Fines and audits can be extremely costly

Negatively Impacting the Candidate Experience

- "Administriva" consumes time for new hires
- Less opportunity to engage with co-workers
- Affects first impressions of company culture

We've Created a Simpler Way to Screen and Onboard with SterlingONE

A Unified Hiring Process on a Single Platform!

Increases Efficiency

- All the paper associated with hiring disappears
- The use of phone, fax, and overnight mail are no longer necessary
- The entire process could be managed using one solution from a single vendor

Reduces Compliance Risk

- State tax forms and I-9 are monitored and updated as changes are implemented

Creates an Awesome Candidate Experience

- Candidates can complete their new hire paperwork electronically via a secure candidate portal from the convenience of their home and before day one

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SterlingONE Optimizes Your Hiring Workflow

Offer	Screen	Onboard
Standard eOffer Letters	Criminal Background Checks & Verifications	New Hire eForms Library
Customizable eOffer Letters	Drug & Health Screening	Form I-9 & E-Verify

Exceptional cloud technology and customer service

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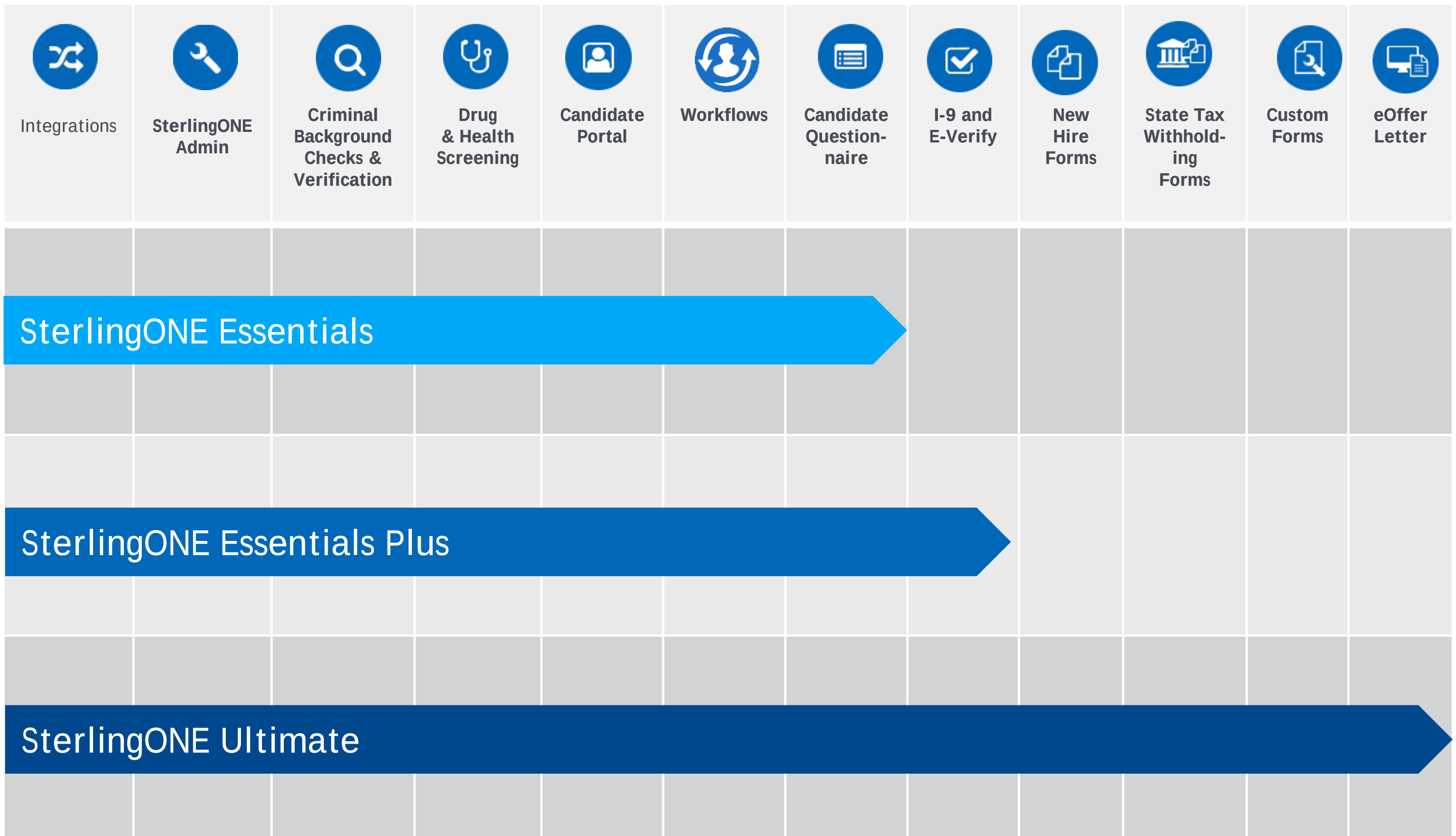
Bundled Solutions Designed to Meet Your Needs



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SterlingONE Electronic Forms

eForms Library for Streamlined Onboarding:

- eOffer Letters
- Government Forms:
  - Electronic Form I-9 and E-Verify
  - W-4/W-9
  - EEO Form
  - Over 120 State Tax Withholding Forms
- Corporate Forms:
  - Direct Deposit Authorization
  - Emergency Contact Form
- Supplemental Hiring Documents:
  - Your company's unique health, dental, life, disability, 401K enrollment, corporate policies, etc.

Complete Criminal Locator Add-on

Our Complete Criminal Locator, which includes Locator Select, provides the highest level of confidence you need for a safer, more secure workplace.

How does it work?

We use your candidate's SSN to run an SSN Trace to identify ideal locations to search, scouring thousands of data sources and over 34 billion addresses across the U.S.

Next we run an Enhanced Nationwide Database Search using the candidate's Name and DOB to scour thousands of aggregated sources, further expanding the list of criminal record search locations.

With Locator Select – our proprietary solution, we search over 2,000 booking and incarceration sites and validate with primary source data from county courts, over 75% of which are automated.

The result? Up to 23% more criminal records identified than our competitors. In fact, for every 1 in 3 applicants with a criminal record, we find at least 1 more conviction.

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Welcome to SterlingONE!

If you have any questions or concerns, please contact your dedicated Client Services POD or CSE.

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Confidential and Proprietary Information Statement

It shall be agreed by the recipient of the document (hereafter referred to as "the other party") that confidential information disclosed by Sterling Talent Solutions through its documents shall be retained in confidence by the other party, and its respective employees, affiliates and/or subsidiaries, pursuant to the following terms and conditions:

Confidential Information

For the purpose herein, the term "Confidential Information" shall mean the following:

Any information, know-how, data, process, technique, design, drawing, program, formula or test data, work in process, business plan, sales, suppliers, customer, employee, investor or business information contained in a document, whether in written, graphic, or electronic form; or

Any document, diagram, or drawing which is either conspicuously marked as "Confidential", any document, diagram, or drawing which, given the nature of the information and/or the circumstances of disclosure, is known or reasonably known by the other party to be confidential, or is of a proprietary nature, and is learned or disclosed in the course of discussions, demonstrations, or other collaboration undertaken between the parties.

The other party shall protect the Confidential Information using the same degree of care in safeguarding the Confidential Information it uses for its own confidential information of like importance, but in no event less than reasonable care.

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