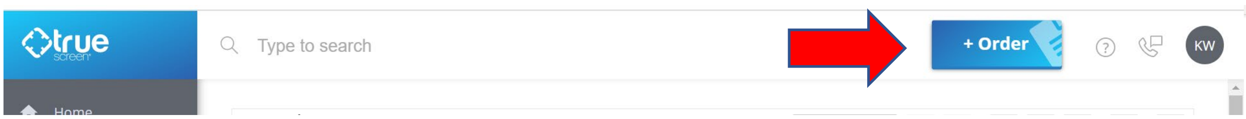
Truescreen Background Check Guide

To set up a new youth program employee/volunteer background check account for your program:

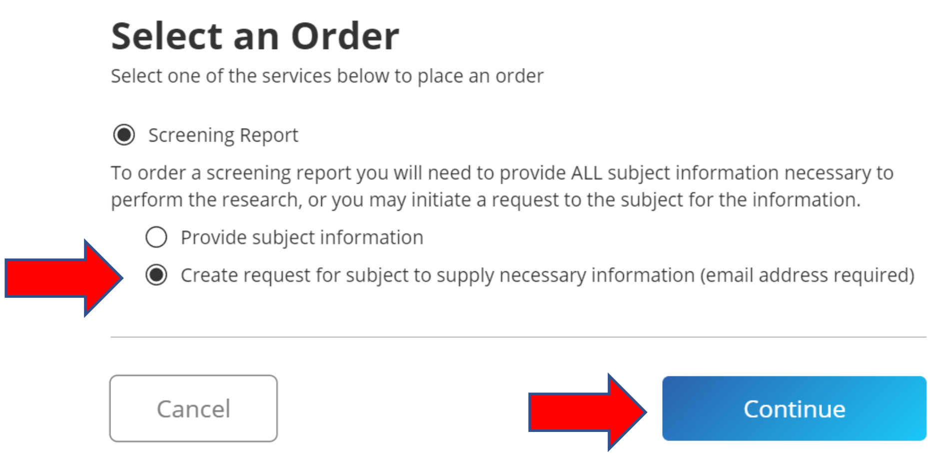
- Complete the Background Check Account Set-Up Form at aub.ie/ypp-bgcheck and email it to youthprotection@auburn.edu.
- You will be contacted when your program's account is ready for use.

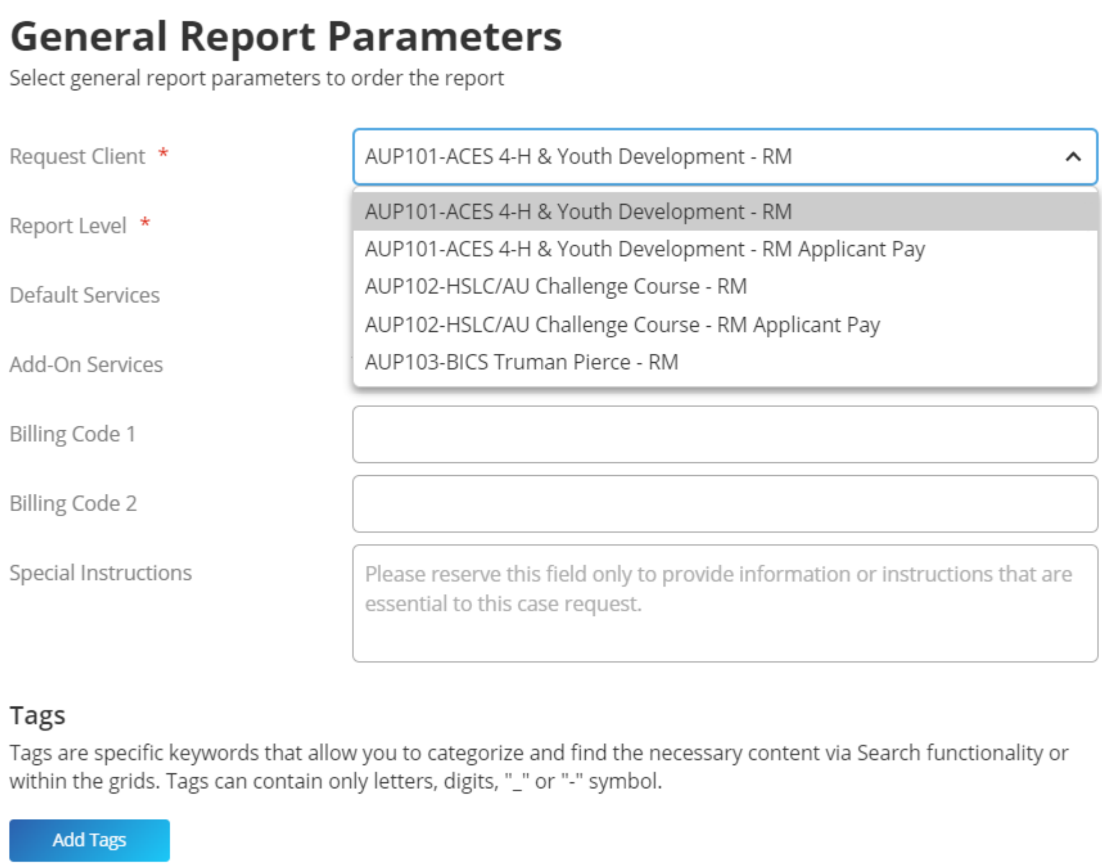
To order a background check for a youth program employee/volunteer:

- Log in at mytruescreen.com.
- Click "+ Order" at the top of your screen.



- Choose "Create request for subject to supply necessary information (email address required)"





General Report Parameters

Select general report parameters to order the report

Request Client *
AUP101-ACES 4-H & Youth Development - RM
AUP101-ACES 4-H & Youth Development - RM
AUP101-ACES 4-H & Youth Development - RM Applicant Pay
AUP102-HSLC/AU Challenge Course - RM
AUP102-HSLC/AU Challenge Course - RM Applicant Pay
AUP103-BICS Truman Pierce - RM

Report Level *

Default Services

Add-On Services

Billing Code 1

Billing Code 2

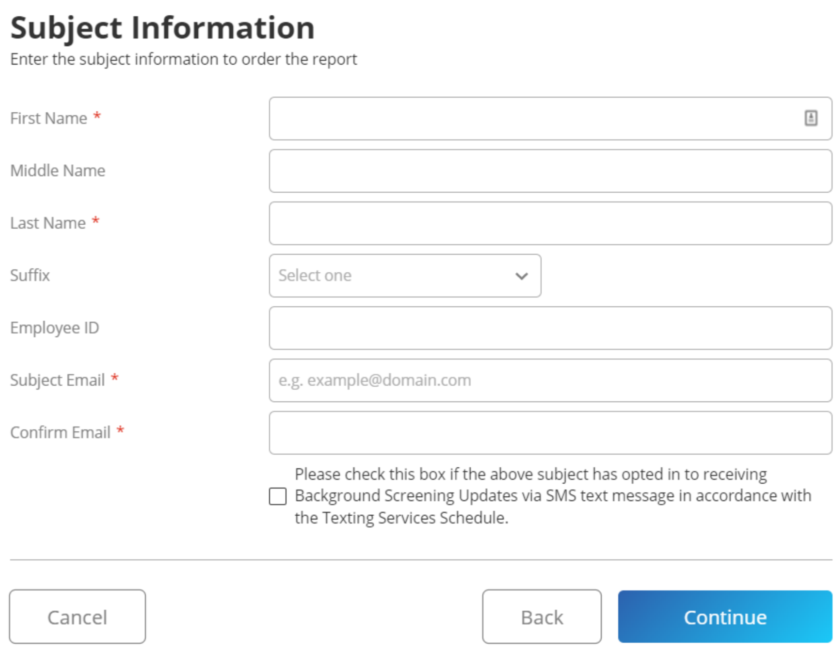
Special Instructions
Please reserve this field only to provide information or instructions that are essential to this case request.

Tags

Tags are specific keywords that allow you to categorize and find the necessary content via Search functionality or within the grids. Tags can contain only letters, digits, "_" or "-" symbol.

Add Tags

- **Request Client:** Select your program from the “Request Client” menu. You may see multiple options if you are associated with multiple programs or if you are an HRL.
  - Choose “Your Program’s Name – RM” if the program will pay for the background check.
  - Choose “Your Program’s Name – RM Applicant Pay” if the individual will pay for their own background check.
- **Report Level:** Choose which type of background check is needed.
  - For program-paid checks, the options are standard criminal, standard + MVR (driving record), MVR only (driving record only), and sex offender only (National Sex Offender Registry check).
  - For applicant-paid checks, the options are standard criminal check or standard + MVR (driving record).
- **Default Services:** This shows what type of information is included in the report level you chose.
- **Billing Codes:** You do not need to enter anything in these fields.
- **Special Instructions:** You do not need to enter anything in this field.



Subject Information

Enter the subject information to order the report

First Name *

Middle Name

Last Name *

Suffix: Select one

Employee ID

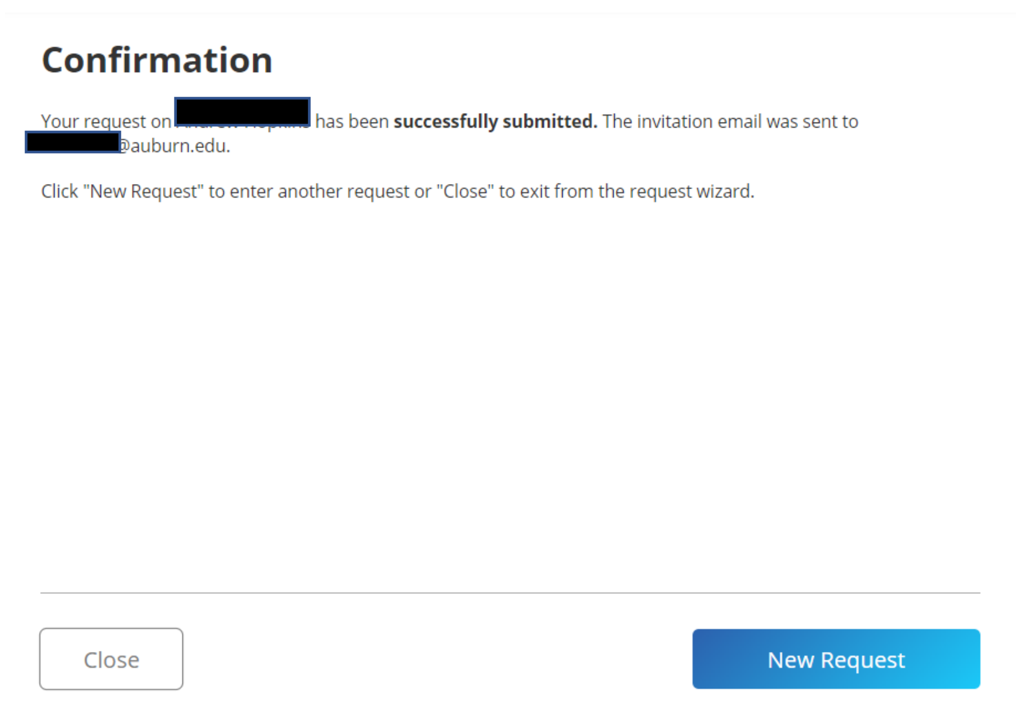
Subject Email *: e.g. example@domain.com

Confirm Email *

Please check this box if the above subject has opted in to receiving Background Screening Updates via SMS text message in accordance with the Texting Services Schedule.

Cancel | Back | Continue

- Enter the person’s name, Banner ID if you know it (not required), and their email address.
- Click “continue,” then check the summary to verify that you entered the information correctly.
- Click “continue” to complete the process. There will be a confirmation screen.



Confirmation

Your request on [redacted] has been **successfully submitted.** The invitation email was sent to [redacted]@auburn.edu.

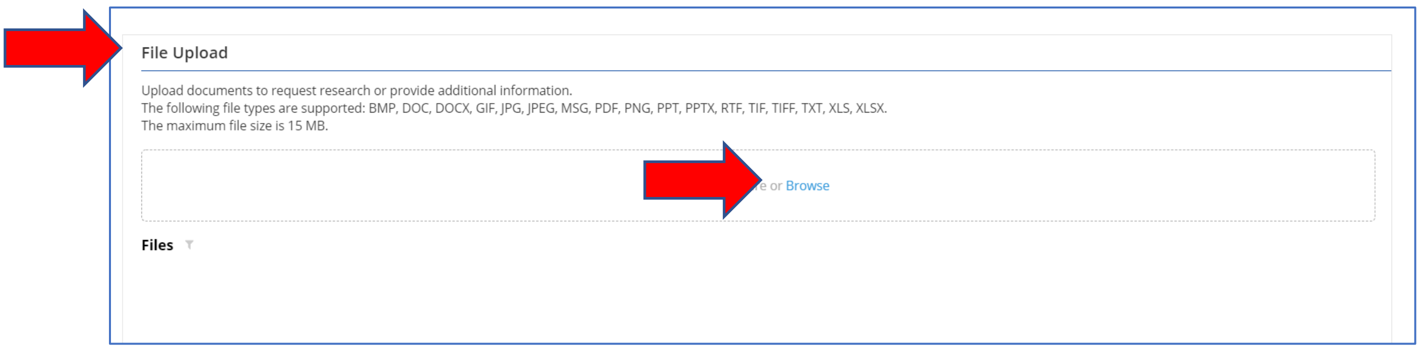
Click "New Request" to enter another request or "Close" to exit from the request wizard.

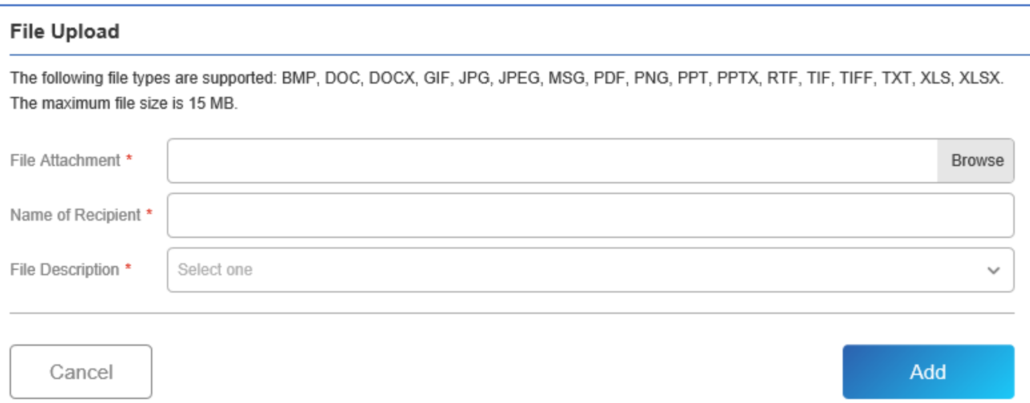
Close | New Request

Bulk orders

If you would like to order several background checks at once and do not want to enter each applicant's information, please complete the spreadsheet found at aub.ie/ypp-bulkorder. The information in the red columns must be completed. **Please do not delete any columns prior to uploading the spreadsheet. If a column is not needed, leave it blank.** Please email Susan Landgrebe (slandgrebe@truescreen.com) and Allison Lauria (alauria@truescreen.com) if you need assistance finding your Client Number, Division Number, or other information.

Once the spreadsheet is complete, scroll down to the "File Upload" section of your home page and click "Browse."





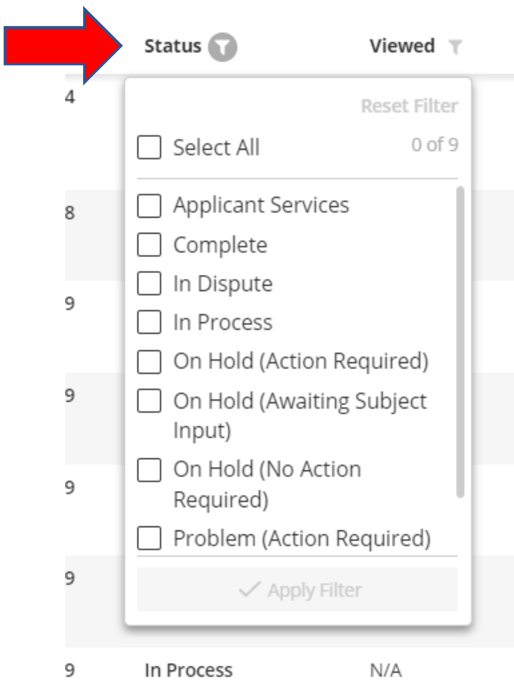
Fill in the fields:

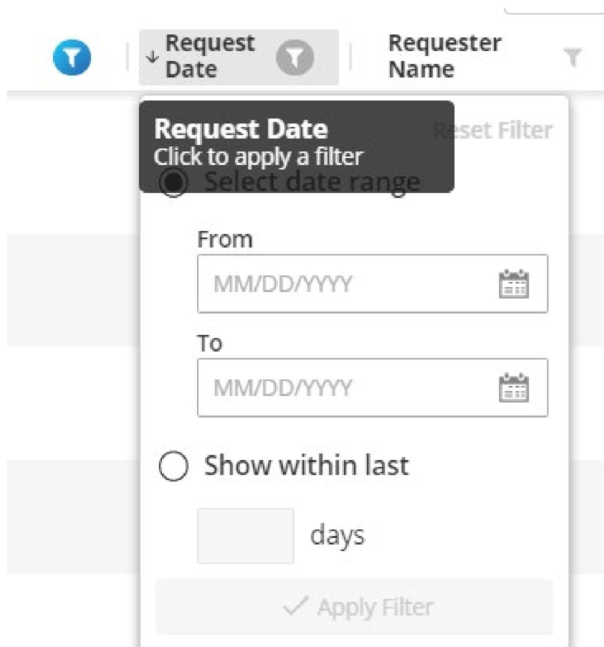
- File Attachment: Click "Browse" and locate the spreadsheet on your computer.
- Name of Recipient: Enter your name here.
- File Description: Choose the option that applies to your upload. Choose "other" if your choice is not there.

Click "Add." You will receive an email confirmation from Truescreen that the file has been received.

Checking the status of an order

Your home screen will show all background checks ordered by your program(s). Search using the search bar at the top of the page. Click the funnel icon next to the column titles if you would like to filter the information. For example, you can filter by status or by request date.





Payment:

For program-paid background checks, invoices will be emailed to the program's billing contact within the first 8 days of every month. Individual applicants who pay for their own background checks will enter payment information at the time they complete the application.

Package	Check Type	Price	Notes
Standard	SSN Validation	$1.00	
Standard	Sex Offender Registry	$2.00	
Standard	Criminal History – Federal	$5.75	All AKAs and federal jurisdictions included
Standard	Criminal History – State	$8.00	All AKAs and states included
Standard	Criminal History – County	$9.00 + per	All AKAs included; cost per county; pass-through fees will be added
MVR	Motor Vehicle Report (MVR)	$2.50 +	Pass-through fees will be added