

VeriScreen®

COMPREHENSIVE BACKGROUND CHECKS



USER GUIDE

LEARNING TO USE THE
VERISCREEN SYSTEM

Instructions for Site Access

[Click Here to Log In](#)



Contact Us Today: 812.474.0744 | [Customer Login](#)

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Professional Background Screening Services

When it comes to professional background screening services for your potential employees or future residents, VeriScreen is the premier option. Dedicated to upholding a reputation of integrity and reliability while providing comprehensive employment and residential screening services, VeriScreen has both the knowledge and experience you need to get the most comprehensive and accurate background check.

Call Now! 812.474.0744

Our Screening Products



Contact Us Today!

We work with you to customize a package that fits your budget and your needs. Put our combined powerful software with excellent customer service to the test! If you are ready to protect your company from negligent hiring lawsuits, provide a safer working environment, a safer living environment, and enhance your

A new browser window will be open with the **Login Screen**.

Enter your username and generic password.

Note: Your username is the first letter of your first name and full last name. The generic password given to new users is: **veriscreen1**

The **user name** is not case sensitive but **password** information is case sensitive.

The password you create must have a minimum of 8 characters and include 1 number.



Username: [Forgot Username?](#)

Password: [Forgot Password?](#)

Login

NOTICE: The use of this system is restricted. Only authorized users may access this system. All Access to this system is logged and regularly monitored for computer security purposes. Any unauthorized access to this system is prohibited and is subject to criminal and civil penalties under Federal Laws including, but not limited to, the Computer Fraud and Abuse Act and the National Information Infrastructure Protection Act.

InstaScreen 1.0 Homepage

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The first time you log in, you will be prompted for a second authentication through a mobile phone text, email or authenticator app. Due to the sensitive information obtained through VeriScreen, we use a second independent method to authenticate your credentials. We recommend using a text message or email for your authentication.

For text authentication,
SELECT “Text” from the first drop
Down menu. Then, in the second
line, enter your mobile number
Including area code, click “Next”

Account Setup

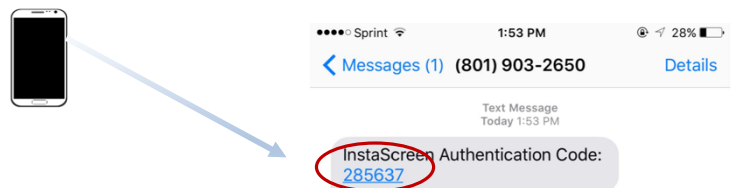
To protect access to sensitive data, a code will be provided to you when logging in or attempting to reset your password. The code serves to help prove that you are the person making the request and should be sent to a device or application that is not generally available to other people.

* MFA Method: Text Message

* Phone Number: (812) 431-2093

Cancel Next →

Within a few seconds, you will
receive a text message with
a 6-digit authentication code.
Enter the authentication
code and press
Verify. You will be directed to the
HOME page.



Be sure to Check the box “Remember this computer”.

Checking this box will prevent this step in the future.

Login Verification

Please provide your authentication code in order to enter the system. If you aren't using an authenticator app then it was just sent to you.

* Code:

☒ Remember this computer

Verify Cancel

-OR-

For email authentication,
SELECT “Email” from the first drop
Down menu. Then, in the second
Line, enter your email address.
Check the box “I do not have a
texting enabled cell phone, access
to an authenticator app, or I wish to
use email instead...” Click **“Next”**

Account Setup

To protect access to sensitive data, a code will be provided to you when logging in or attempting to reset your password. The code serves to help prove that you are the person making the request and should be sent to a device or application that is not generally available to other people.

* MFA Method: Email

* Email Address: lherr@veriscreen.net

☒ I do not have a texting enabled cell phone, access to an authenticator app, or I wish to use email instead. I understand that for best security, text messaging or an authenticator app is preferred.

Cancel

Next →

Within a few seconds, you will
receive an email from VeriScreen Inc.
with a 6-digit authentication code.

118885

This electronic communication (including attachments) contains privileged and confidential information intended for only for the use of the named recipient. If you are not the intended recipient, you are prohibited from disseminating, distributing or copying this communication. If you have received this communication in error, please immediately notify us by return message or by telephone and delete this communication from your system. Thank you.

Enter the 6-digit authentication
code when prompted and click **“Verify”**

VeriScreen
COMPREHENSIVE BACKGROUND CHECKS

Login Verification

Please provide your authentication code in order to enter the system. If you aren't using an authenticator app then it was just sent to you.

* Code:

☒ Remember this computer

Be sure to Check the box “Remember this computer”.

Checking this box will prevent this step in the future.

You will be directed to a screen to change your password.

Password Reset

Your current password needs to be reset. Please enter it and a new one that meets the criteria listed below.

• Current Password:

• New Password:

• Re-enter Password:

Passwords must fulfill the following criteria:

- Minimum 8 characters
- Contain at least one letter
- Contain at least one digit
- Passwords must match

[Cancel](#) [Continue](#)

Enter the Current/Default Password.
Then select a new password. Enter it twice.

You will be immediately prompted to select 3 security questions and provide the answers to the questions. In the event that you forget your password, you will be asked these questions in order to reset your password.

Account Setup

As part of the "Forgot Password" feature of the system, you will be prompted to answer security questions. These questions come from the pool of questions that you choose here, and become part of your profile.

Question 1:

Answer to Question 1:

Question 2:

Answer to Question 2:

Question 3:

Answer to Question 3:

[Cancel](#) [Complete](#)

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These are unique answers that you fill in. Answered listed here are just examples.

Select **“Complete”** and you will be directed to the **“Home”** Page

Once login is successfully completed, the **Home** page of our online system will appear.

The screenshot displays the VeriScreen user interface. At the top is a blue header bar containing the VeriScreen logo, a search bar with a 'File Number' dropdown, a 'Search' button, and a 'Go' button. To the right of the search bar is a user profile icon labeled 'Mark'. Below the header is a navigation bar with buttons for 'HOME', 'ORDER', 'WORKSPACE', 'ADMIN', and 'UTILITIES'. The 'HOME' button is highlighted in green.

Welcome Mark

Your last login was on 07-02-2015 7:53 AM MDT

News & Announcements

VeriScreen®
COMPREHENSIVE BACKGROUND CHECKS

NOTICES:

In observance of the July 4th holiday next week our offices will be Closed Friday July 3rd, 2015 so that our employees may spend time with their family & friends. We will resume normal business hours Monday July 6th, 2015. Of course our system is available 24/7!

NEWS

- We have changed the Consumer Release form on our website to be more compliant with recent FCRA rulings. Please use this form from now on:** <https://veriscreen.net/wp-content/uploads/2015/01/Release-form-version-05.19.2015.pdf>
- INVOICING:** We will begin emailing all invoices starting the end of this month. We will be contacting everyone for a correct email address for billing. This will save paper, postage and time.
- INTEGRATION:** Did you know we interface with over 108 different software platforms. If you are interested in talking to us about interfacing, please let us know.
- DISPUTE RESOLUTION:** We now have on-line dispute procedures whereby applicants can request and get a copy of their report on line. Resolving disputes regarding the information we provide is very important to us. Please direct applicants to: <https://veriscreen.net/consumers/get-a-copy-of-your-report/> to get a copy of their report. Once they get it they can dispute it by completing the following form: <https://veriscreen.net/consumers/dispute-your-report/>

Contact Us

Phone: **812-474-0744**
Fax: 812-474-0745
Email: services@veriscreen.net

VeriScreen, Inc.
7144 E Virginia Suite F
Evansville, IN 47715

Instructions for Order Entry

The **Home** page is visible when signing onto our online system.

Select **Order** in the available tabs to access the **Order Entry Screen**.

VeriScreen
COMPREHENSIVE BACKGROUND CHECKS

File Number Search Mark

HOME ORDER WORKSPACE ADMIN UTILITIES

Welcome Mark

Your last login was on 07-02-2015 7:53 AM MDT

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NEWS

- We have changed the Consumer Release form on our website to be more compliant with recent FCRA rulings. Please use this form from now on:** <https://veriscreen.net/wp-content/uploads/2015/01/Release-form-version-05.19.2015.pdf>
- INVOICING:** We will begin emailing all invoices starting the end of this month. We will be contacting everyone for a correct email address for billing. This will save paper, postage and time.
- INTEGRATION:** Did you know we interface with over 108 different software platforms. If you are interested in talking to us about interfacing, please let us know.
- DISPUTE RESOLUTION:** We now have on-line dispute procedures whereby applicants can request and get a copy of their report on line. Resolving disputes regarding the information we provide is very important to us. Please direct applicants to: <https://veriscreen.net/consumers/get-a-copy-of-your-report/> to get a copy of their report. Once they get it they can dispute it by completing the following form: <https://veriscreen.net/consumers/dispute-your-report/>

Prior to entering applicant information, the desired **package** should be selected.

Note: If packages or products are added or deleted, these options will adjust within the system.

You will not see this if you only have one product.

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Last Name Search Criteria Search Help Logout

HOME ORDER REPORTS ADMIN UTILITIES

ORDER
New Order
Batch Order

IN PROCESS
Draft Orders
Applicant Pending
Applicant Ready
XML Ready

Select Product

Seattle Housing Authority
Please select a product from the list of available client products below.

SHA A-la-carte All options	<input type="button" value="Order"/>
SHA Credit Only Package Credit and score	<input type="button" value="Order"/>
SHA Criminal and Credit Only Package Crim, Person Search, Credit, DMV	<input type="button" value="Order"/>
SHA Criminal Only Package Crim, Person Search, DMV	<input type="button" value="Order"/>
SHA Full Package Credit, Criminal, Evict, Verifications	<input type="button" value="Order"/>

Once the **package** is selected, the options for that package are listed.

For standard packages
If there are no options for that package, all check boxes will be pre-filled. Click the **Next** button to continue.

Packages with options
The optional products will not be selected. To add an optional product, check the box next to that product. Once complete, click the **Next** button to continue to Order Entry.

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HOME ORDER REPORTS ADMIN UTILITIES

Select Searches
Seattle Housing Authority - SHA Full Package

PRODUCT SEARCHES
Please select those searches and services you wish to include in your product order from the list below.

Credit

	Credit	Score
Equifax	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Identity Development

Person Search

☒ NBD

Investigative

- ☐ County Criminal Records Search
- ☒ InstaCriminal National Search
- ☒ InstaEviction Single State Search
- ☒ Washington State Courts

Verification

- ☐ Residence Verification
- ☐ Employment Verification

Credentials

- ☒ Instant Driving Records

Next **Cancel**

General Notes Regarding Order Entry:

All required fields are indicated by an asterisk(*)

Our system intelligence may produce errors if applicant information is entered incorrectly. For example:

- Numbers entered into the name fields or letters entered into the SSN field will cause the system to show the field as invalid.
- An invalid month and date combination, such as February 30, will show invalid.
- If a date, such as 05/01/1908 is entered, the system will advise that the applicant is over 100 years old and request that you confirm to continue.

This intelligence is to assist in eliminating clerical errors when entering this pertinent information for processing.

Once the first screen of the order has been completed, subsequent screens will have a Save Work button. By clicking the Save Work button, this applicant information is saved as a draft to be resumed at any time in the future. Drafts will never be deleted from the system. A draft is only removed from the Draft Orders when it is completely processed.

We have designed the overall system to reduce the chance of errors when applicant information is entered. For instance, in most fields you do not need to enter dashes and slashes for dates or do not need to be concerned with capitalization. Our system has built-in logic to recognize the various forms of data that is entered.

The **Order Entry** screens are accessed once the product selection is complete and begins with applicant information.

Enter the required applicant information which is denoted by an **asterisk** next to the field. These fields must be completed to continue. Fields without an asterisk are optional and can be completed at any time.

Click the **Add Former/Alias Names** button to add additional names for the applicant. Multiple alternate names can be entered on our system. **(If you are using the Nationwide Alias Criminal Search you do not need to add additional names)**

Once the information is completed on this screen, click **Next** to continue.

Address information is required for every applicant and is entered next.

Note: When you enter a zip code, the city and state will automatically pre-fill in the system.

To enter an additional or previous address, click the **Add Address** button. Multiple addresses can be entered on our system.

If verifications are requested, the information is entered on the **Verification** screen so calls on previous **Residence** or **Employment** can be made.

Again, the fields that are required are indicated by an asterisk and must be completed in order to continue. All other fields are optional.

Multiple employers can be entered.

Once the information is complete, click **Next** to continue.

To process **DMV** requests, the **state** and **license** number are entered.

Once the information is completed on this screen, click **Next** to continue.

Note: If the state being requested is not an instant DMV state, this product will automatically become pending in our system. The state designated DMV form must be faxed to our Customer Service team so this product can be completed.

Once all applicant information is entered, **confirmation** screens will appear for some of the products in the selected package.

For example, the **Nationwide Criminal** screen will display to confirm the names selected. Former/Alias Names entered on the Order Entry screen can be added and removed at this time for this criminal information.

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Last Name Search Criteria Search Help Logout

HOME ORDER REPORTS ADMIN UTILITIES

InstaCriminal National Search
Seattle Housing Authority - SHA Full Package
Please select all the names you would like to search. When ready, click the [Next] button to continue with the order.

Applicant Verification Credential **Investigative** Order Summary

SELECTED NAMES
 Use the buttons below to add to or remove from the set of selected names to order.

Jurisdiction	Name	DOB	
NATIONWIDE	TEST, APPLICANT	01-01-1950	

All Names

SEARCH MATCHING OPTIONS
☐ Match Missing DOB
☒ Wildcard Name Search: First Name Last Name

Save Work **Next >** **Cancel**

The final screen is the **Order Summary** screen.

This screen allows all information for this order to be reviewed. Use this screen to ensure that all information entered for this applicant is accurate and to confirm all products and associated pricing.

Once the information is confirmed on this screen, click **Place Order** to continue.

Note: Any information that requires changes or adjustments can be accessed again by clicking the **Edit** button located below that information. This returns to the screen specific to that portion of the order entry. The information is changed and then saved to return to the Order Summary screen again.

Below is a summary of the order as it was entered. Please review this information and click "Place Order" to finalize the order.

Applicant	Verification	Credential	Investigative	Order Summary
ORDER SUMMARY				
Applicant: TEST, APPLICANT		123-45-6789		01/01/1950
Address(es): 123 MAIN ST SEATTLE, WA 98109				
CHARGE SUMMARY				
Credit Report:	Credit			Search Fee / Court Fee
	Credit - Score			\$0.00
Person Search:	Person Search - NBD			\$0.00
InstaCriminal National Search:	NATIONWIDE	TEST, APPLICANT		\$0.00
InstaEviction Single State Search:	WASHINGTON	TEST, APPLICANT		\$0.00 / \$0.00
Washington State Courts:	TEST, APPLICANT			\$0.00
Residence Verification:	ABC PROPERTY MANAGEMENT	8125551111		\$0.00
Employment Verification:	ABC COMPANY	WORKER		\$0.00
Instant Driving Records:	Washington	123456789012		\$0.00 / \$0.00
Order Entry Notes:				* Total Charge \$0.00
<input type="button" value="Save Work"/> <input type="button" value="Place Order"/> <input type="button" value="Cancel"/>				

* Please note: 1) additional fees may apply at fulfillment time, and 2) orders that have begun the fulfillment process are not refundable

The **Results** screen will automatically display once the order is placed.

The applicant and order information is displayed at the top of that page.

The **Search Results** will display the status of each individual product as it is processing.

The report can be viewed or printed in its entirety or accessed by individual product.

Note: There is additional functionality from this screen:

- Add optional products to an order
- Start a new order
- Attach files to the report
- Print adverse action letters

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Last Name Search Criteria Search Help Logout

HOME ORDER **REPORTS** ADMIN UTILITIES

Report Results - SHA Full Package

View Report Print Report

ORDER INFORMATION

Order Date: 08-29-2010 12:53 PM MDT Ordered By: Temporary Password
Report Date: 08-29-2010 12:53 PM MDT E-mail: pmontgomery@seattlehousing.org
Report Status: Pending Phone: 206-615-3410
File Number: 23113 Alt. Phone: -
Report To: Seattle Housing Authority / seattle Fax: -
120 Sixth Ave North
PO Box 19028
Seattle, WA 98109-1028 Product: SHA Full Package
Charges: \$0.00

APPLICANT INFORMATION

Name: TEST, APPLICANT DOB: 01-01-1950 SSN: XXX-XX-6789

SEARCH RESULTS

Add To Order Start New Order

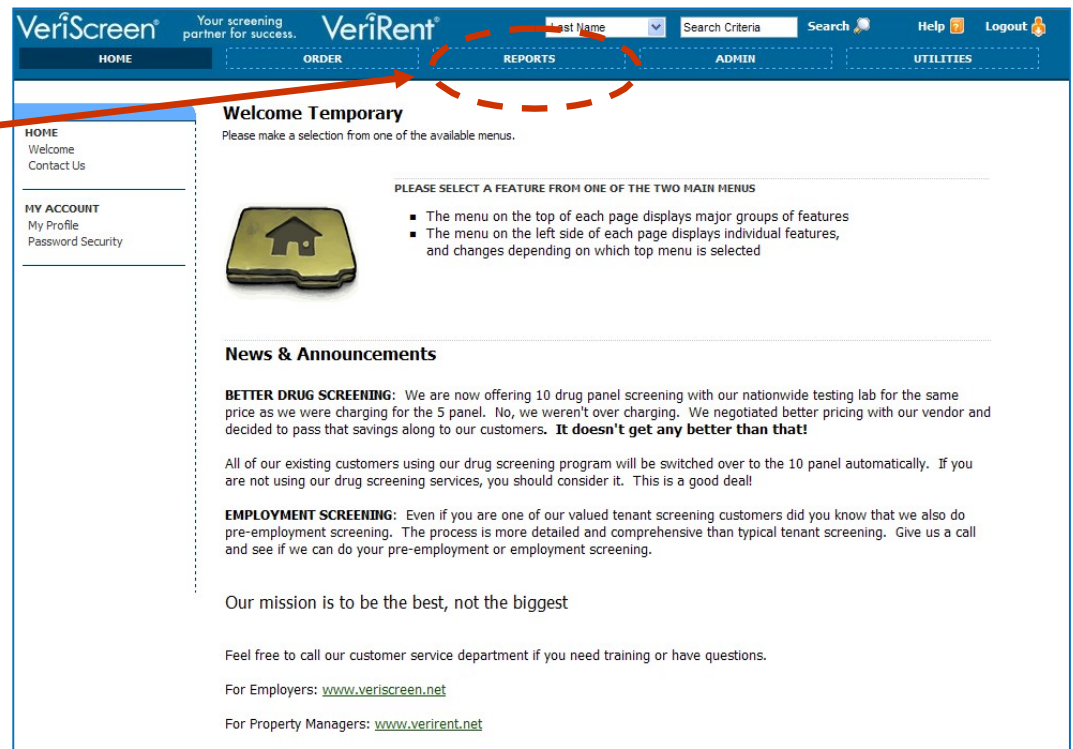
Search	Status
Credit Report	
Equifax XXX-XX-6789	Pending
Person Search	
NBD XXX-XX-6789	Complete
InstaCriminal National Search	
NATIONWIDE TEST, APPLICANT	Pending
InstaEviction Single State Search	
WASHINGTON TEST, APPLICANT	Complete
Washington State Courts	
TEST, APPLICANT	Pending
Residence Verification	
ABC PROPERTY MANAGEMENT	Pending
Employment Verification	
ABC COMPANY	Pending

Instructions for Report Retrieval

To access reports from the **Home** page, click on the **Reports** tab.

The **Reports** tab allows access to all reports entered through your account onto our system. These reports will never be deleted or purged.

Note: Customization features are available that allow viewed or printed reports to be hidden, if desired. Our default setting will not hide any report.

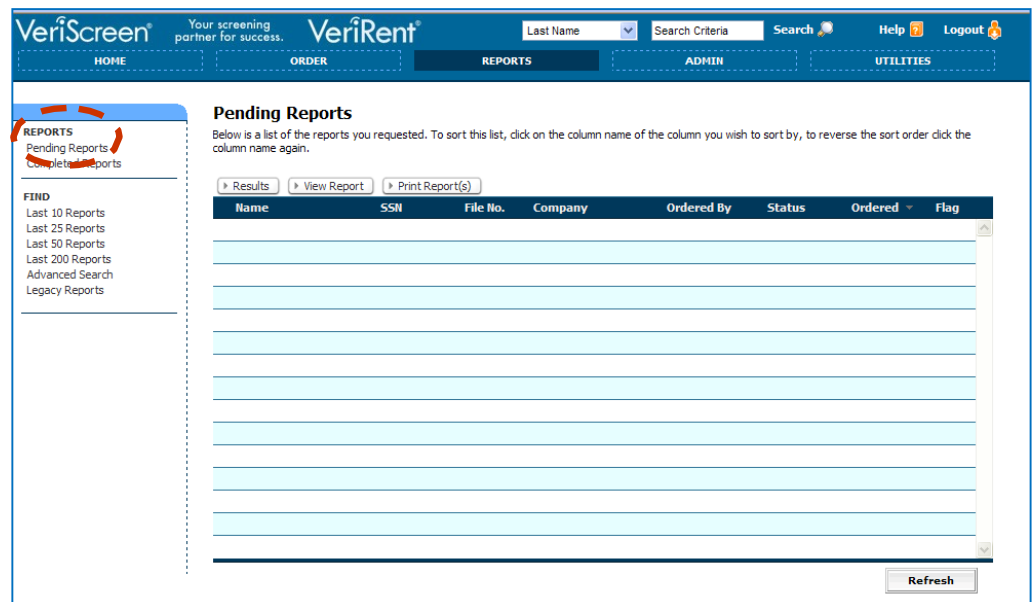


The **Reports** page will default to the **Pending Reports** list.

The **Pending Reports** list provides a quick view of all outstanding applicant reports for your account. Individual reports can be accessed from this list.

When a report goes into a pending status, our Customer Service team will automatically be alerted so these reports can be worked to completion.

The Pending Reports list can also be accessed from any other screen under the Reports tab by clicking the **Pending Reports** option in the menu on the left side of the screen.



The **Completed Reports** list may also be accessed under the **Reports** tab.

This list provides the most recent completed reports. Individual reports can be accessed, viewed, and printed from this list.

The **Completed Reports** list can also be accessed from any other screen under the Reports tab by clicking the **Completed Reports** option in the menu on the left side of the screen.

Completed Reports

Below is a list of the reports you requested. To sort this list, click on the column name of the column you wish to sort by, to reverse the sort order click the column name again.

Results View Report Print Report(s) Hide Report(s)

Name	SSN	File No.	Company	Ordered By	Ordered	Completed	Flag
<input type="checkbox"/> TEST, APPLICANT	XXX-XX-6789	23118	Seattle Housing Autho	Password, Temp	2010-08-29	2010-08-29	
<input type="checkbox"/> TEST, APPLICANT	XXX-XX-6789	23117	Seattle Housing Autho	Password, Temp	2010-08-29	2010-08-29	
<input type="checkbox"/> TEST, APPLICANT	XXX-XX-6789	23113	Seattle Housing Autho	Password, Temp	2010-08-29	2010-08-29	

Refresh

Note: While all completed reports for your account can be retrieved through our system, this list is limited by size and does not contain all reports. Reports beyond the scope of this list will need to be searched by one of the available criteria.

Search functions are available in two different forms in our system.

The **Advanced Search** option is located in the menu on the left side of the Reports screen.

One or all search criteria can be entered as offered on this screen to locate completed or pending reports.

Advanced Search

To perform an advanced report search, fill in one or more of the following search criteria and click the [Search] button.

APPLICANT INFORMATION

Last Name: First Name: SSN:

REPORT INFORMATION

Reference: File Number: - Status: All
Start Date: End Date: Criteria: Created Date

CLIENT INFORMATION

Client Name: Client Code: ☒ Include Sub-Accounts
Requester Last Name: Requester First Name:

Search Clear

The quick search function provides access to all pending and completed reports.

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