



WEB USER GUIDE

PRIVATE EYES, INC.

CONTACT US



www.privateeyesbackgroundchecks.com

(925) 927-3333

Hours: 5 AM – 5 PM

support@pebackgroundchecks.com

Table of Contents

SECTION 1: LOGGING IN

SECTION 2: DASHBOARD

SECTION 3: ORDERING A REPORT

SECTION 4: VIEWING REPORTS

SECTION 5: SEARCHING REPORTS

SECTION 6: MANAGING USERS



Section 1: Logging In

1. Go to www.privateeyesbackgroundchecks.com
2. Press the Login button on the upper right hand corner to begin.

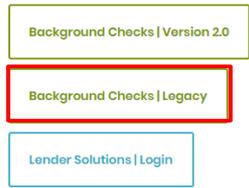
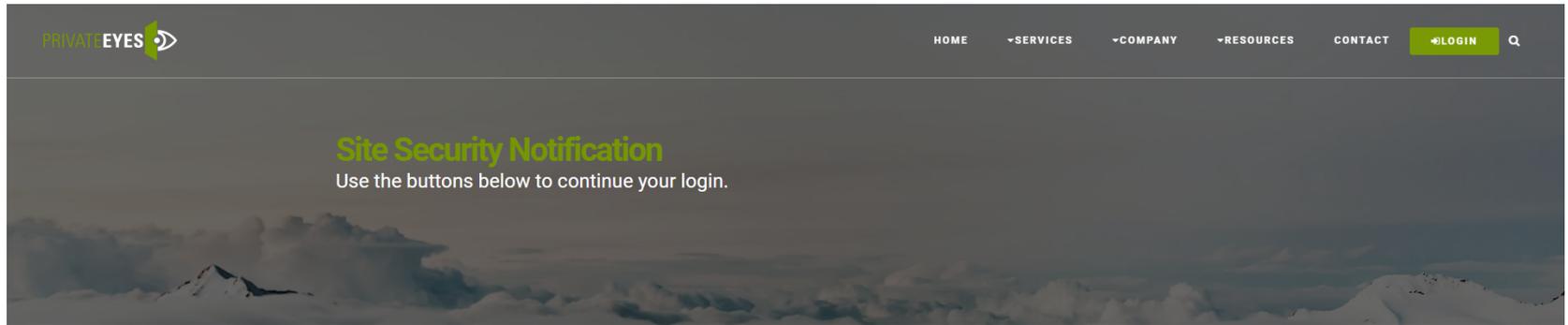


[Return to Table of Contents](#)

Section 1: Logging In

3. You will be taken to our Site Security Notification.

4. Click Background Checks - Legacy to Login.



For any questions contact us at (925) 927-3333.

For SITE SECURITY purposes and to ensure that this service remains available to all users, this computer system employs software programs to monitor network traffic to identify unauthorized attempts to upload or change information, or otherwise cause damage. Unauthorized attempts to upload information or change information on this service are strictly prohibited and may be punishable under the Computer Fraud and Abuse Act of 1986 and the National Information Infrastructure Protection Act.

NOTICE: We will not obtain personally-identifying information about you when you visit our site unless you choose to provide such information to us.

Point of Contact for Security and Monitoring: Frank Santa Elena email: security@pebackgroundchecks.com Information Systems Security Officer (ISSO) for www.privateeyesbackgroundchecks.com phone (925) 927-3333.



[Return to Table of Contents](#)



Section 1: Logging In

5. Input your Username and Password.



9080 Double Diamond Parkway Suite C Reno NV 89521 925-927-3333

[Forgot password?](#)

SIGN IN



[Return to Table of Contents](#)

Section 2: Dashboard

The dashboard is the first page you will see once you login. From here, you can view the status of reports, order reports, view announcements and other action items.



PRIVATE EYES

Home Build a Report My Account My Apps Documents Look-up Help Log Off

- Announcements **3**
- Adverse Action Manager **0**
- App Screen Management **1**
- Batch Import Tool
- Form I-9 Manager

Welcome back Private Eyes.

Invitations on Hold **1**

Order Progress				
	New	24 to 48 Hrs	48 to 72 Hrs	72+ Hrs
Draft Reports	0	0	0	14
Pending Reports	0	0	0	0
Completed Reports	1	0	1	8
Adverse Reports	0	0	1	4
Need Attention	0	0	0	0



[Return to Table of Contents](#)

Section 2: Dashboard

Simply select the hyperlinks in each column to view all reports in a given status and timeframe.

The diagram illustrates the navigation flow from a dashboard to a detailed report table. On the left, five red-bordered boxes contain navigation links: 'View Draft Reports', 'View Pending Reports', 'View Completed Reports', 'View Adverse Reports', and 'View Reports that Need Attention'. Red arrows point from these links to the corresponding rows in the 'Order Progress' table on the right. The table has an orange header and a green sub-header with columns for 'New', '24 to 48 Hrs', '48 to 72 Hrs', and '72+ Hrs'. The rows represent different report statuses: Draft Reports, Pending Reports, Completed Reports, Adverse Reports, and Need Attention. The 'Draft Reports' row shows 14 reports in the '72+ Hrs' column, which is underlined in blue. The 'Completed Reports' row shows 1 report in the 'New' column, 1 in the '48 to 72 Hrs' column, and 8 in the '72+ Hrs' column, all underlined in blue. The 'Adverse Reports' row shows 1 report in the '48 to 72 Hrs' column and 4 in the '72+ Hrs' column, both underlined in blue.

Order Progress				
	New	24 to 48 Hrs	48 to 72 Hrs	72+ Hrs
Draft Reports	0	0	0	<u>14</u>
Pending Reports	0	0	0	0
Completed Reports	<u>1</u>	0	<u>1</u>	<u>8</u>
Adverse Reports	0	0	<u>1</u>	<u>4</u>
Need Attention	0	0	0	0



[Return to Table of Contents](#)

Section 2: Dashboard

Announcements:

View announcements regarding delays and updates.

Adverse Action Manager:

Manage pre adverse and adverse action letters here.

App Screen Management:

Send an invitation to your candidate to complete an application for a background check.

Welcome back Private Eyes.

Invitations on Hold 1

Order Progress				
	New	24 to 48 Hrs	48 to 72 Hrs	72+ Hrs
Draft Reports	<u>1</u>	0	0	<u>9</u>
Pending Reports	<u>1</u>	0	0	0
Completed Reports	<u>2</u>	0	<u>1</u>	<u>7</u>
Adverse Reports	<u>1</u>	0	<u>1</u>	<u>3</u>
Need Attention	0	0	0	0

[Return to Table of Contents](#)



Section 2: Dashboard

Batch Import:

Import batches that do not contain verifications (education, employment and references).

Form I-9 Manager:

Manage I-9 form completion here.

- Announcements **3**
- Adverse Action Manager **0**
- App Screen Management **1**
- **Batch Import Tool**
- Form I-9 Manager

Welcome back Private Eyes.

Invitations on Hold **1**

Order Progress				
	New	24 to 48 Hrs	48 to 72 Hrs	72+ Hrs
Draft Reports	<u>1</u>	0	0	<u>9</u>
Pending Reports	<u>1</u>	0	0	0
Completed Reports	<u>2</u>	0	<u>1</u>	<u>7</u>
Adverse Reports	<u>1</u>	0	<u>1</u>	<u>3</u>
Need Attention	0	0	0	0



[Return to Table of Contents](#)

Section 2: Dashboard

Key Features

Build a Report:

Manually input data to order a background check.

Look-up:

Find archived or specific candidates.



[Return to Table of Contents](#)

Section 3: Ordering A Report

There are 2 ways to order a report:

- Sending an Invitation
- Building a Report

Sending an Invitation

1. On the home screen dashboard, select App Screen Management:



2. In the top right corner, select the hyperlink Send Invitation:

APPSCREEN INVITATION DASHBOARD

Sort By: [Send Invitation](#)

[Return to Table of Contents](#)



Section 3: Ordering A Report

Sending an Invitation

3. Input the candidate's first and last name.
4. Input the candidate's email address.
5. Start Date and Reference No. are optional fields for internal use only.
6. Select your package from the drop down menu.
7. Select documents for the applicant.
8. Hit Send Invitation.

APPSCREEN INVITATION - SEND APPLICANT INVITATION

Applicant Details

First name

Last name

Email Address

Start Date (optional)

Reference No. (optional)

Select the invitation configuration to use for this applicant

cc test package(Private Eyes Demonstration)

Select documents for this applicant (optional)

- 4506-T [View](#)
- Employee Handbook [View](#)
- I-9 Form [View](#)
- W-4 Form [View](#)

[Return to Table of Contents](#)



Section 3: Ordering A Report

Sending an Invitation

You will then be taken to a separate dashboard where you will be able to track the progress of the link to the candidate.

- **On Hold:** you will be alerted if the invitation you are sending is already in the system or being duplicated.
- **No Response:** the candidate has not responded to the link
- **In Progress:** the candidate is in the process of completing the application
- **Completed:** the report is complete and ready to view.



[Return to Table of Contents](#)

Section 3: Ordering A Report

Sending an Invitation

You will then be taken to a separate dashboard where you will be able to track the progress of the link to the candidate.

APPSCREEN INVITATION DASHBOARD

Sort By: [Send Invitation](#)

PRIVATE EYES DEMONSTRATION

<input type="checkbox"/>	Applicant	Invited By	Status	Status Date	Sent Date
<input type="checkbox"/>	Michael Borchard	P. Demo	<i>On Hold</i>	09/28/2017	09/28/2017
This is a duplicant invitation. Send Notice					
<input type="checkbox"/>	Jesus Padilla	P. Demo	<i>No Response</i>	11/01/2017	11/01/2017
Resend Archive					
<input type="checkbox"/>	Michael Borchard	P. Demo	<i>In Progress</i>	11/06/2017	11/06/2017
Resend Archive					
<input type="checkbox"/>	Michael Borchard	P. Demo	<i>No Response</i>	11/07/2017	11/07/2017
Resend Archive					



[Return to Table of Contents](#)

Section 3: Ordering A Report

Sending an Invitation

You have the option to resend the link or archive the report.

APPSCREEN INVITATION DASHBOARD

Sort By: [Send Invitation](#)

PRIVATE EYES DEMONSTRATION

<input type="checkbox"/>	Applicant	Invited By	Status	Status Date	Sent Date
<input type="checkbox"/>	Michael Borchard	P. Demo	<i>On Hold</i>	09/28/2017	09/28/2017
This is a duplicant invitation. Send Notice					
<input type="checkbox"/>	Jesus Padilla	P. Demo	<i>No Response</i>	11/01/2017	11/01/2017
Resend Archive					
<input type="checkbox"/>	Michael Borchard	P. Demo	<i>In Progress</i>	11/06/2017	11/06/2017
Resend Archive					
<input type="checkbox"/>	Michael Borchard	P. Demo	<i>No Response</i>	11/07/2017	11/07/2017
Resend Archive					

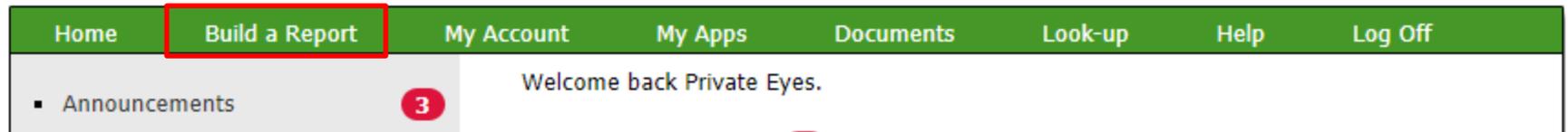


[Return to Table of Contents](#)

Section 3: Ordering A Report

Build a Report

The second option you have to order a report is through the Build a Report tab.



[Return to Table of Contents](#)

Section 3: Ordering A Report

Build a Report

The packages you have will be listed at the top. You have the option to add a la carte items to the package as well.

Home Build a Report My Account My Apps Documents Look-up Help Log Off

Who will you be ordering for: Private Eyes Demonstration

You must select one service to continue.

Tenant Screening

- Eviction Search

Services

- Demo Package 1 (Pkg)
- cc test package (Pkg)
- TEST PACKAGE (Pkg)
- Admin Office of the Courts
- Bankruptcy
- Canada Criminal Search
- County Civil Search



Section 3: Ordering A Report

Home Build a Report My Account My Apps Documents Look-up Help Log Off

Order Progress

- X Select Service
- >>Provide Applicant Detail
- Education Verification (International)
- Employment Verification (international)
- Order Report

APPLICANT DETAILS * = REQUIRED

Provide Applicant Details as Required

Reference No. *

First Name *

Middle Name

Last Name *

Generation

Social Security No. *

Date of Birth (MM/DD/YYYY) *

Gender

Ethnicity

Position

Email Address

What Country does the applicant reside in?

Street Address *

Zip code * City * State / Province *

Alias First Name Last Name

Alias First Name Last Name

Each required field will have an asterisk next to it. You will be prompted to input all necessary data to fulfill the package.



Section 3: Ordering A Report

Report Confirmation

Report Applicant Details Add to Report Applicant Journal

Consent Form Required RUSH Court Docs Edit

APPLICANT: SONYA ERVIN

TEST PACKAGE Remove
Includes: Education Verification (International), Employment Verification (international)

EDUCATION VERIFICATION (INTERNATIONAL) Remove
N/A United States PKG

EMPLOYMENT VERIFICATION (INTERNATIONAL) Remove
Private Eyes, Inc. UNITED STATES PKG

Remove

By requesting a background check report from Private Eyes you certify the following:

- You have provided the job applicant/volunteer with a clear and conspicuous disclosure advising them that a background check report may be obtained for employment/volunteer purposes and have received their written authorization to obtain the report;
- You will comply with any adverse action requirements as described in the Fair Credit Reporting Act, if applicable (15 U.S.C. §§ 1681b(3) and 1681m(a)); and

I agree.

Order Report

Once the system takes you through inputting all the information, you will arrive at the Report Confirmation page.

You must agree to continue and select Order Report to release the report into the system.



[Return to Table of Contents](#)

Section 3: Ordering A Report

Build a Report

You will receive a summary of the services ordered in the package and a **report ID***:

Home Build a Report My Account My Apps Documents Look-up Help Log Off

REPORT ID. 361963 - SONYA ERVIN

[View Report](#)

Search ID	Services Ordered	Status
1233857	Education Verification (International) - N/A United States	PENDING
1233858	Employment Verification (international) - Private Eyes, Inc. UNITED STATES	PENDING

***Report ID:** A layer of added security. When requesting a status or searching for a report in the Look-up tab, use the Report ID for security and ease of use

[Return to Table of Contents](#)



Section 4: Viewing Reports

You can view reports in a couple of different ways with the most common way being to view completed reports from your dashboard.

Simply click on the hyperlinked number under the timeframe of the reports you'd like to view.

Order Progress				
	New	24 to 48 Hrs	48 to 72 Hrs	72+ Hrs
Draft Reports	1	0	0	9
Pending Reports	1	0	0	0
Completed Reports	3	1	1	6
Adverse Reports	2	0	1	2
Need Attention	0	0	0	0



[Return to Table of Contents](#)

Section 4: Viewing Reports

This dashboard shows completed reports. You can view them by selecting the clipboard. The reports will be in PDF format. From here, you can also archive reports. Archiving reports is recommended when you are finished viewing completed reports.

COMPLETED REPORTS - 1 to 3 of 3 Reports - Display

Reference No. Start Date End Date Sort By Time Frame

Report Id	Applicant Name	Order Date	Completion Date	Select All <input type="checkbox"/>
361963	SONYA ERVIN	11/20/2017	11/20/2017	 <input type="checkbox"/>
360745	DONALD DUCK 	11/20/2017	11/20/2017	 <input type="checkbox"/>
334915	JANE DOE 	11/08/2017	11/20/2017	 <input type="checkbox"/>

Archive completed reports here. You can look up archived reports under the Look-up tab.

Click the clipboard to view completed reports



Section 4: Viewing Reports

Reports with adverse results will have a red exclamation point next to it. These reports will filter under the Adverse Action section on the home dashboard. View Records and Alerts here. To see the full detail of the adverse result, click the clipboard icon to view the full report.

Reports with adverse results will be indicated with a red exclamation point.

Clicking this arrow will drop down a summary of the report.

Records and Alerts will show in red lettering.

View the report to see the results of the report by clicking the clipboard.

360745 DONALD DUCK  11/20/2017 11/20/2017 

360745 DONALD DUCK  11/20/2017 11/20/2017 

Summary Report Notes Documents Compliance Applicant Journal

Date Of Birth 1/1/1990
Social Security No. 999-99-9999
Location Private Eyes Demonstration
Ordered By Private Eyes Demo
Order Date 11/20/2017 11:10AM
Completion Date 11/20/2017 11:11AM
Billing Reference Test

[Add to Report](#) | [Clone](#) |

Search Id	Service	Status
1225924	County Criminal Search - CONTRA COSTA, CA	RECORD
1233750	Motor Vehicle Report - California D.L. No.B99999999	COMPLETE
1225951	Post Adverse Action Letter	COMPLETE
1225946	Pre-Adverse Action Letter	COMPLETE
1225923	SSN Trace	COMPLETE



[Return to Table of Contents](#)

Section 4: Viewing Reports

There are a couple of other functions you can do when you drop down the summary tab.

You have the option add a la carte items to the report and clone the report.

360745 DONALD DUCK 11/20/2017 11/20/2017

Summary Report Notes Documents Compliance Applicant Journal

Date Of Birth 1/1/1990
Social Security No. 999-99-9999
Location Private Eyes Demonstration
Ordered By Private Eyes Demo
Order Date 11/20/2017 11:10AM
Completion Date 11/20/2017 11:11AM
Billing Reference Test

[Add to Report](#) | [Clone](#)

Search Id	Service	Status
1225924	County Criminal Search - CONTRA COSTA, CA	RECORD
1233750	Motor Vehicle Report - California D.L. No.B99999999	COMPLETE
1225951	Post Adverse Action Letter	COMPLETE
1225946	Pre-Adverse Action Letter	COMPLETE
1225923	SSN Trace	COMPLETE



[Return to Table of Contents](#)

Section 4: Viewing Reports

By clicking the clipboard icon, it will take you to a PDF of the report. A summary of the report will appear on the first page. You can scroll through the results to view each section on the report.



2700 Ygnacio Valley Rd. #100 Walnut Creek, CA 94598 USA (925) 927-3333

Report ID. 334915
Order Date 11/08/2017
Completion Date 11/20/2017
Ordered by Frank Santa Elena

Report Provided by
Private Eyes, Inc.
2700 Ygnacio Valley Road Suite 100
Walnut Creek, CA 94598

Report Ordered by
Private Eyes Demonstration
2700 Ygnacio Valley road Suite 100
Walnut Creek, CA 94598

Applicant Screened

JANE DOE

Aliases: Janey Doe

Date of Birth: 1/1/1990

SSN: XXX-XX-2222

Address: 2700 Ygnacio Valley Road WALNUT CREEK, CA 94598

Reference No: test

Search ID	Service	Status
1173067	SSN Trace	ALERT
1173060	Government Watch List	NO RECORD
1173058	Multi Jurisdiction Search	NO RECORD
1173059	Sex Offender Search	NO RECORD

[Return to Table of Contents](#)



Section 5: Searching Orders

The Look-up tab is available to search archived reports or specific reports you may need to locate. You can locate reports by search and report ID, reference number, subject's name and other specifications to assist you with locating a candidate.

ORDER ARCHIVE

Search ID	Report ID	Reference No.	Search Status
<input type="text"/>	<input type="text"/>	<input type="text"/>	VIEW ALL ▼
Subject's First Name	Subject's Last Name	Subject's Company Name	Social Security No.
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Position	County	State / Province	
<input type="text"/>	<input type="text"/>	ALL ▼	
Order Date Range	Completion Date Range	Ordered By	
<input type="text"/> to <input type="text"/>	<input type="text"/> to <input type="text"/>	ALL ▼	
Type of Service			
ALL ▼			
Location			
ALL ▼			
Select desired sorting option for this search			
Report ID(High to Low) ▼			



[Return to Table of Contents](#)

Section 6: Managing Users

You may add and remove users if you are an Account Administrator. You must send Private Eyes their User Access Forms to have on file once access has been installed for your users.

The screenshot displays the Private Eyes user management interface. The top navigation bar includes Home, Build a Report, My Account, My Apps, Documents, Look-up, Help, and Log Off. The 'My Account' menu is expanded, showing options for Company Detail, Account Users (highlighted), Invoicing, and Reports. A red circle with the number '1' is placed next to the 'Account Users' option. Below the menu, a table titled 'Order Progress' shows the status of reports.

	New	24 to 48 Hrs	48 to 72 Hrs	72+ Hrs
Draft Reports	<u>1</u>	0	0	<u>9</u>
Pending Reports	<u>2</u>	0	0	0
Completed Reports	<u>2</u>	<u>1</u>	0	<u>7</u>
Adverse Reports	<u>1</u>	0	0	<u>3</u>
Need Attention	0	0	0	0



[Return to Table of Contents](#)

Section 6: Managing Users

Select Create User. Create each user and establish system security by selecting each box they will have access to. You can manage all users here as well.

[Create User](#) | [Exit](#)

USERS

Private Eyes Demonstration

Enabled Users	E-Mail Address	
Private Eyes Demo	frank@pebackgroundchecks.com	Edit

Private Eyes, Inc. Web Demo Test

Enabled Users	E-Mail Address	
Private Eyes Demo	info@privateeyesinc.com	Edit Send reset link
Test Test		Edit
Test Account		Edit

NEW USER DETAILS

First Name	Last Name	Phone
<input type="text"/>	<input type="text"/>	<input type="text"/>
Username(upto 20 chars)	Password	E-Mail Address
<input type="text" value="DEMO1"/>	<input type="password" value="....."/>	<input type="text"/>
Delivery Method	Account Status	System Security
<input type="text" value="NONE"/>	<input type="text" value="Enabled"/>	<input type="checkbox"/> Account Administrator
		<input type="checkbox"/> Accounting
		<input type="checkbox"/> Order Reports
		<input type="checkbox"/> View Results
		<input type="checkbox"/> View all Reports

[Return to Table of Contents](#)



CONTACT US IF YOU HAVE QUESTIONS

Sandra James, CEO | sandra@pebackgroundchecks.com

Frank Santa Elena, Director of Operations | frank@pebackgroundchecks.com

[Click here to see Private Eyes on kathy ireland®!](#)



Private Eyes, Inc. | 9080 Double Diamond Parkway, Unit C | Reno, NV | 89521
T: 925-927-3333 | W: www.privateeyesbackgroundchecks.com

[Return to Table of Contents](#)

