PRIVATEEYES

Web User Guide

Get the right hire fast!

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Logging In

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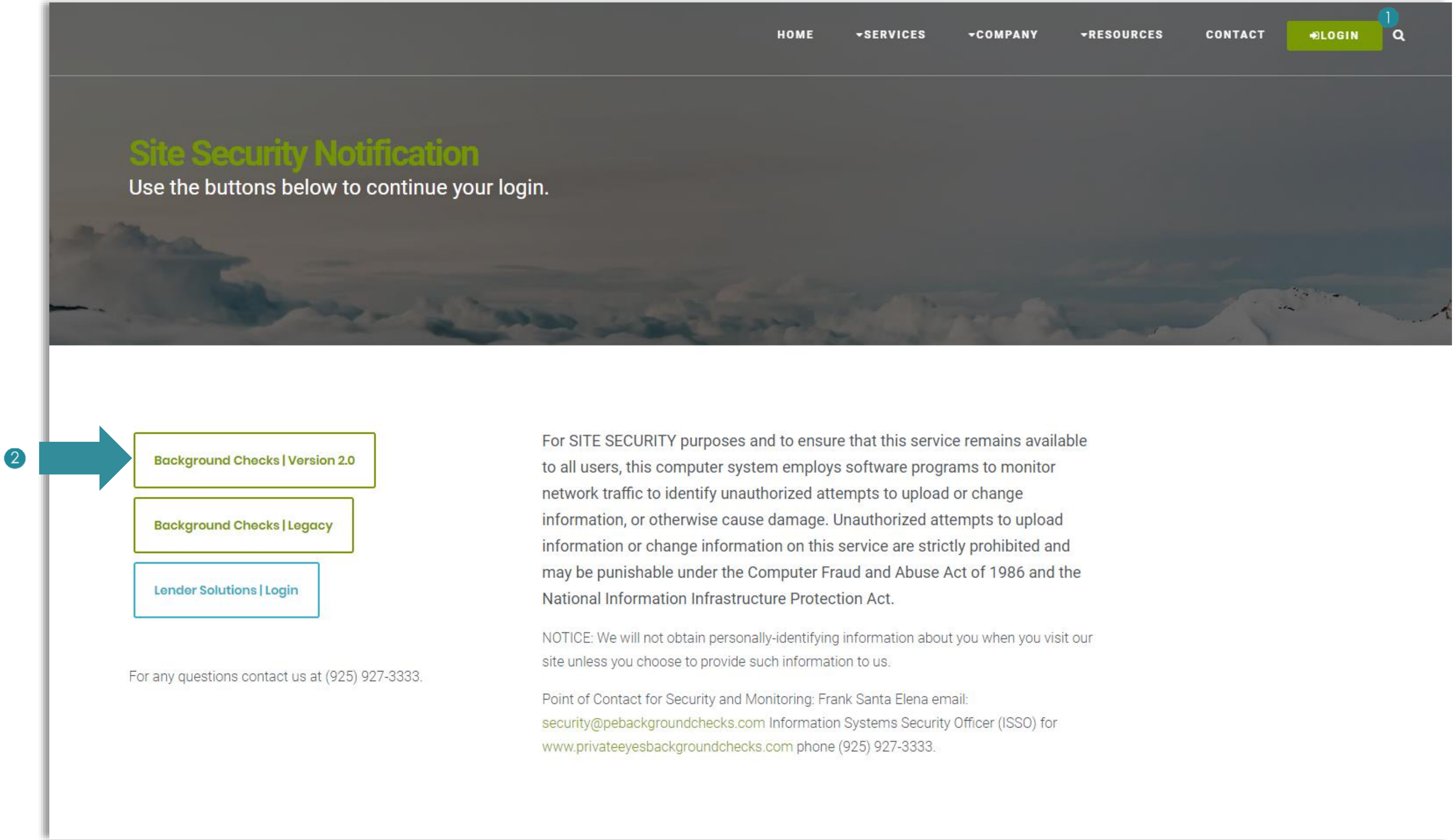
1. Click here to visit our website.
2. Select "login" button.[1]
3. Select "Background Checks – Version 2.0."[2]



Logging In

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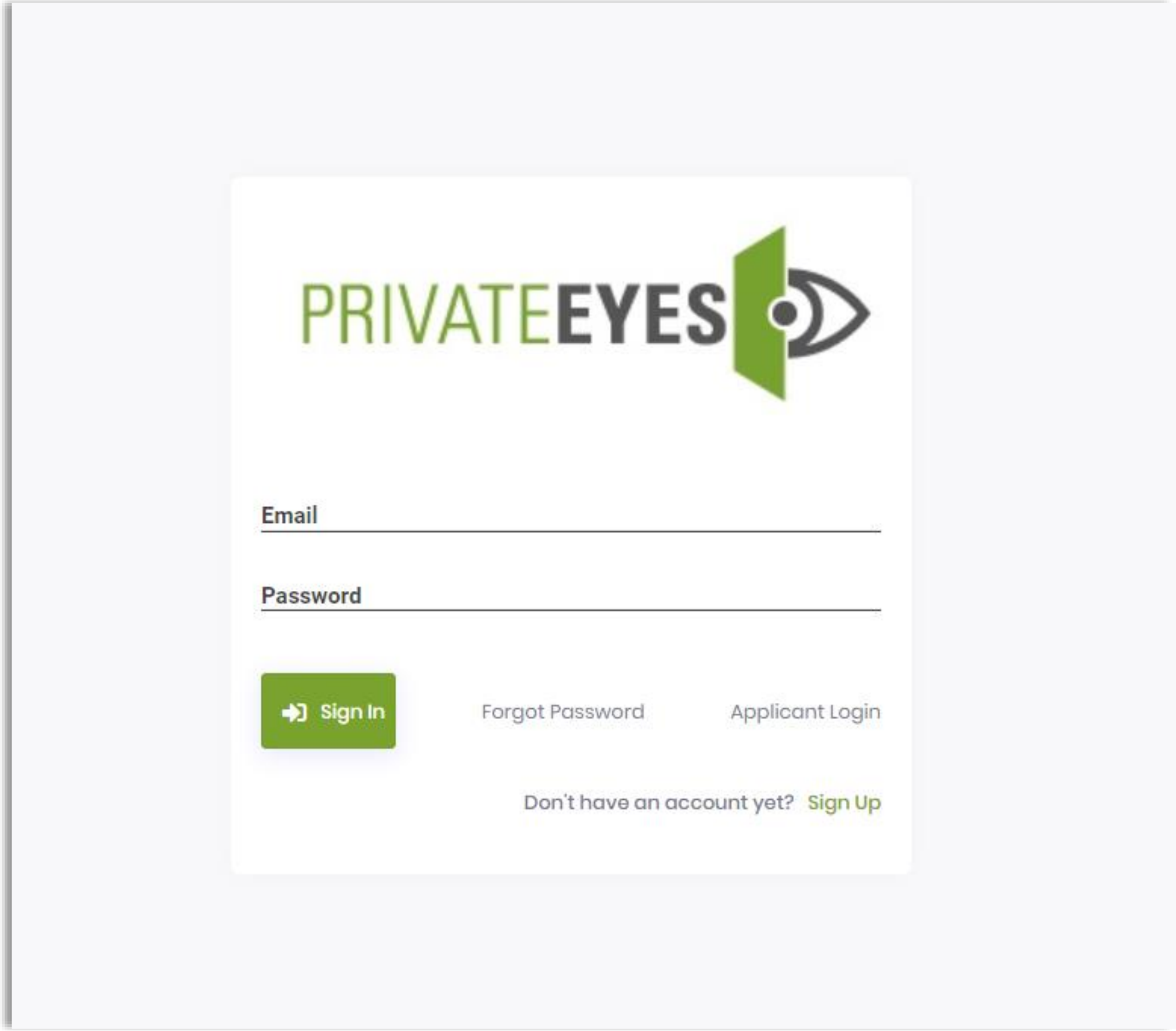
Once you are on the portal login page:

1. Input your login credentials.
2. Select “Sign In.”



Dashboard Introduction

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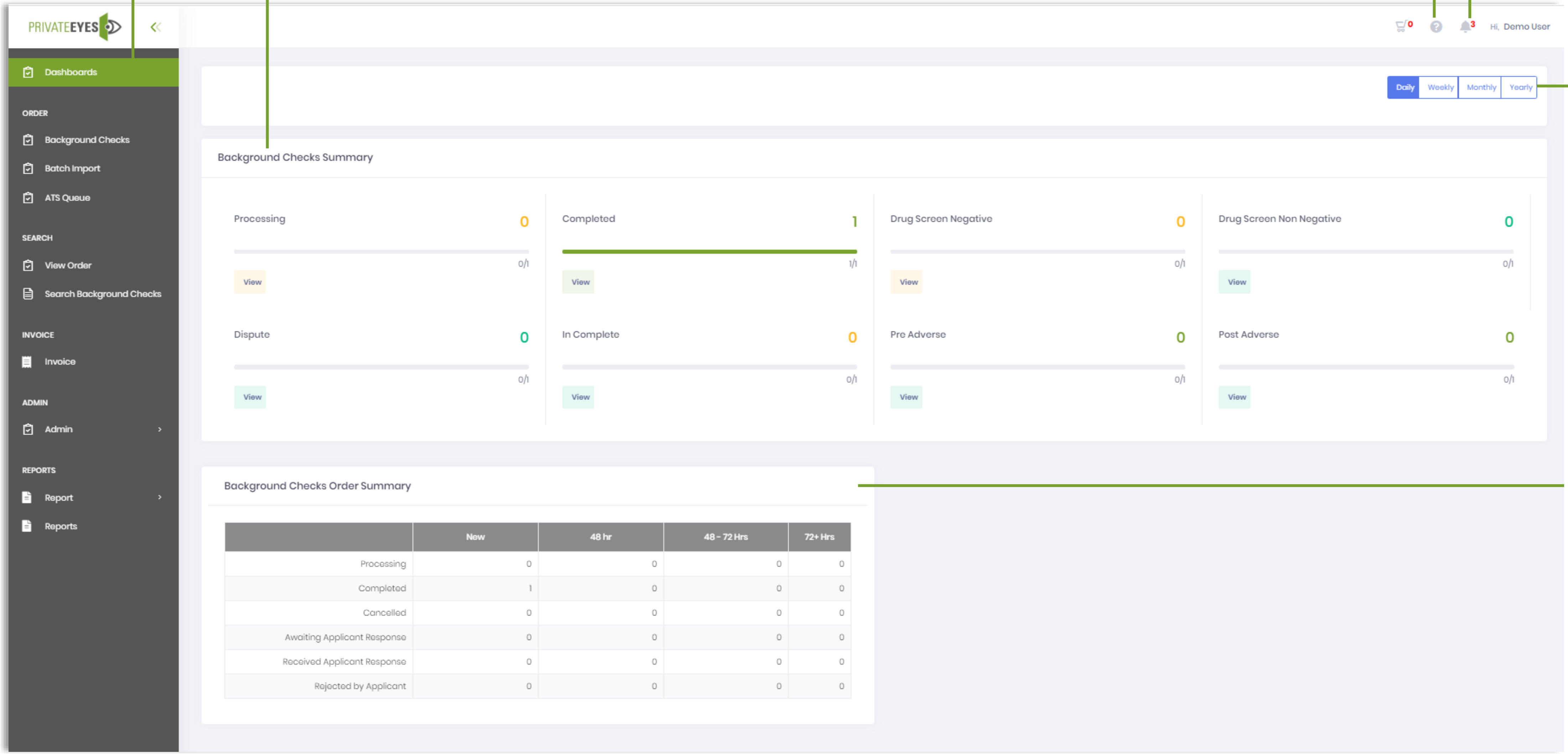
Navigation Bar

Report Summary

Support

Announcements



Timespan filter

(for report & order summary)

Order Summary

Dashboard

Navigation Bar

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Order: Send and build requests. 1

Background Checks: Send applicants links and order individual background checks. 2

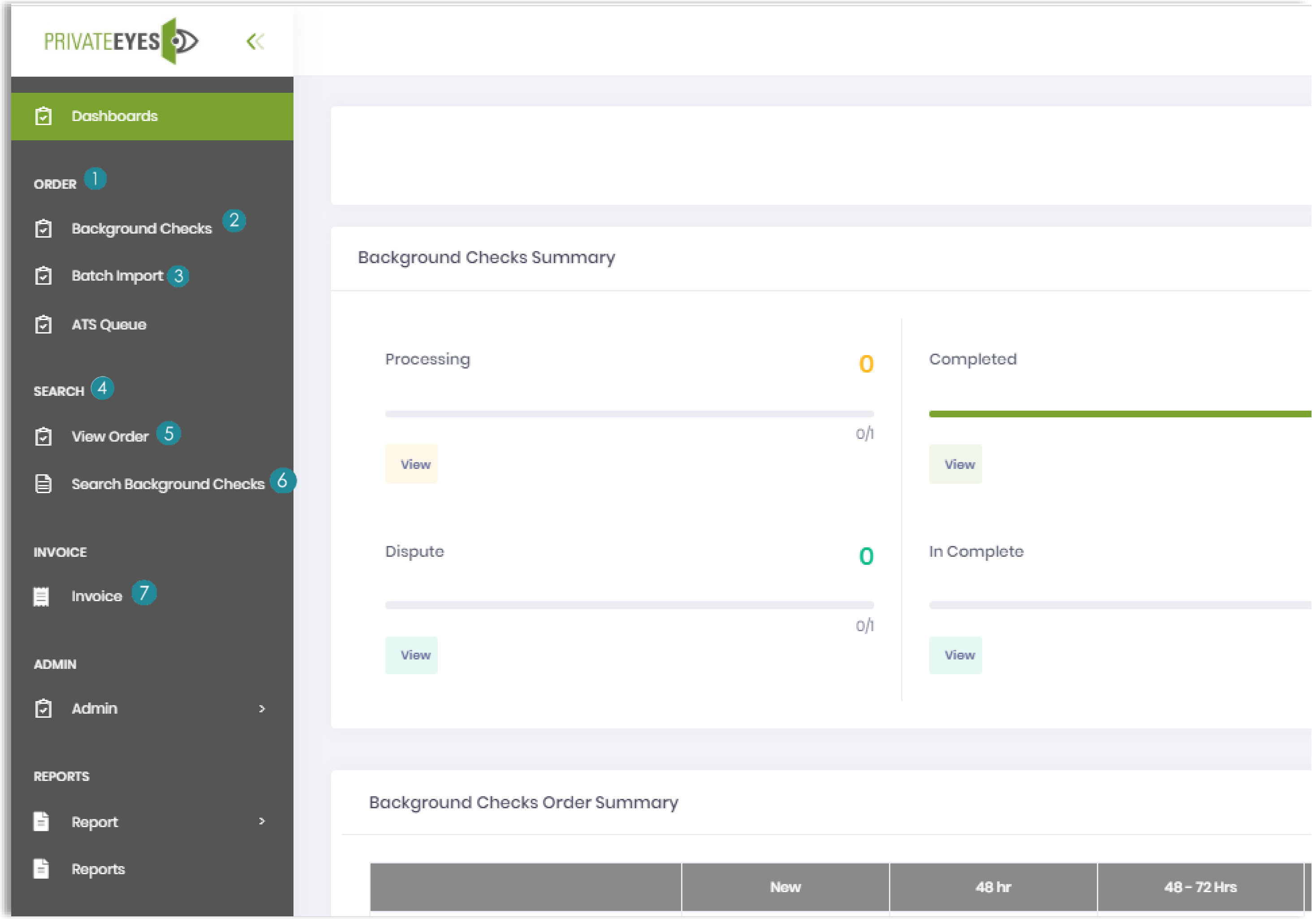
Batch Import: Send multiple invitations to applicants or report orders at once. 3

Search: Search requested reports. 4

View Order: View entire order and send applicant resend links. 5

Search Background Checks: Search for services. 6

Invoice: View invoices. 7



Dashboard

Background Checks Summary

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Review specific reports by selecting "View" under the respective category.

Processing: Reports that are processing. 1

Completed: Completed reports. 2

Drug Screen Negative: Drug screens with Negative results. 3

Drug Screen Non-Negative: Drug screens with Positive results. 4

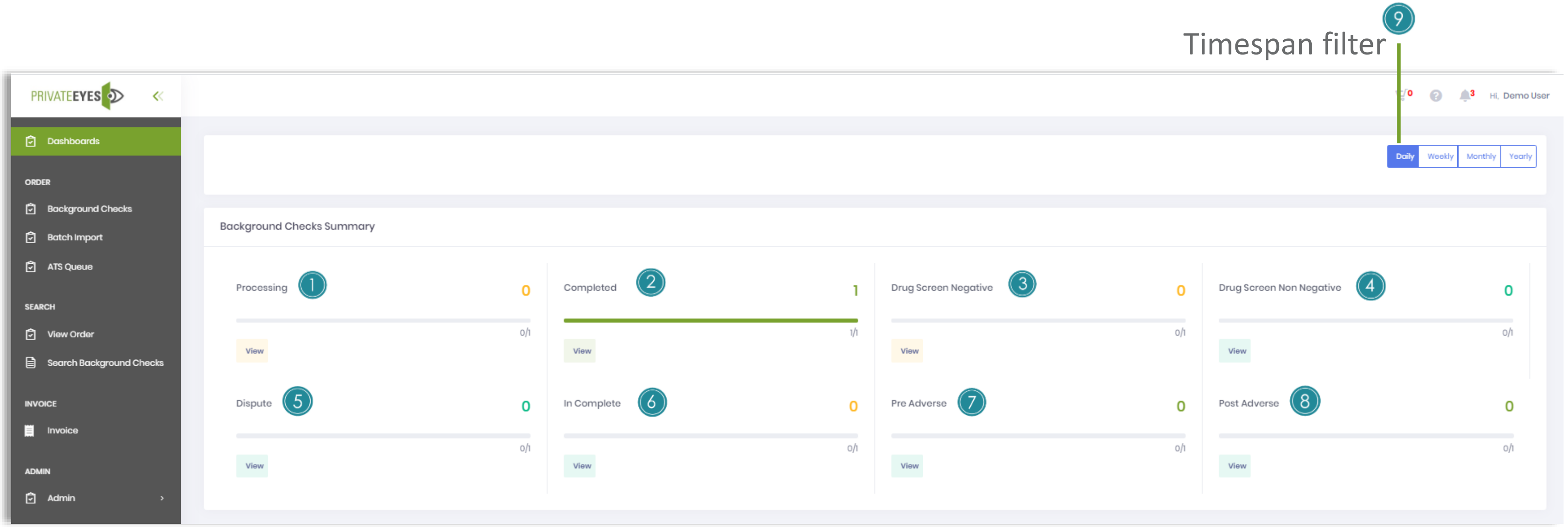
Dispute: View ongoing disputed reports. 5

Incomplete: View incomplete reports. 6

Pre-Adverse: Reports recommended for adverse. 7

Post-Adverse: Reports ready for post adverse. 8

You may view Background Check Summaries "Daily," "Weekly," "Monthly," and/or "Yearly" by using the timespan filter. 9



Dashboard

Contacting Support

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Select “” icon.

1. Select “Create” on the right hand side.

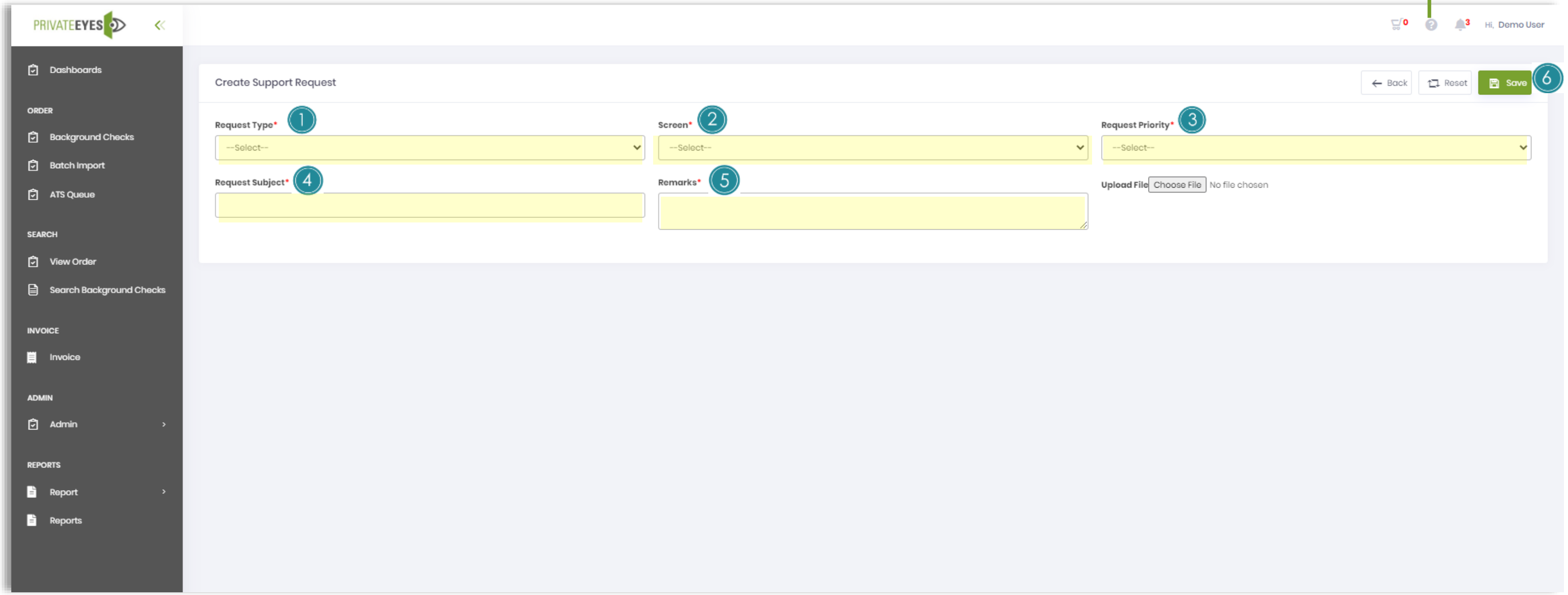
2. Fill all required fields.

   • Request Type 1
   • Screen 2
   • Request Priority 3
   • Request Subject 4
   • Remarks 5

   Note: Upload any files that will be helpful for our support team to help you with your request.

3. “Save.” 6

Support



Dashboard

Sending an Adverse Action Letter

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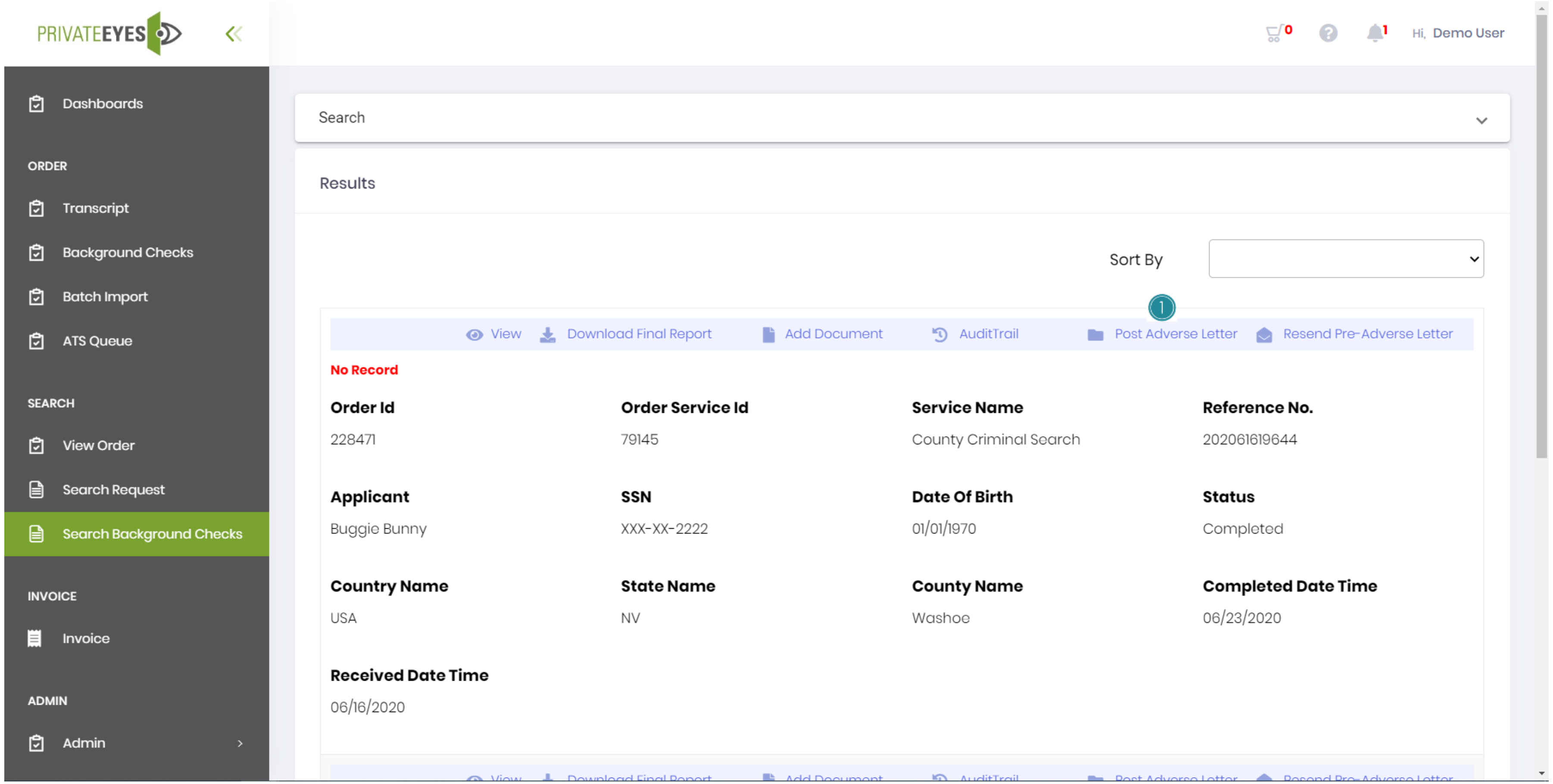
Select “View” under ”Pre Adverse” on the dashboard.

1. Select “Search” and filter by dates you would like view adverse actions on.
2. Select “Post Adverse Letter.” 1
3. Select either “Postal” or “Email” to send Adverse Action letter.
4. Click “Save.” and letter will be sent.

Note: After 5 days, automatically the post adverse action will appear and you will be available to send a follow-up. This was created to prevent from sending pre and post adverse action letters at the same time.



Ordering a Report

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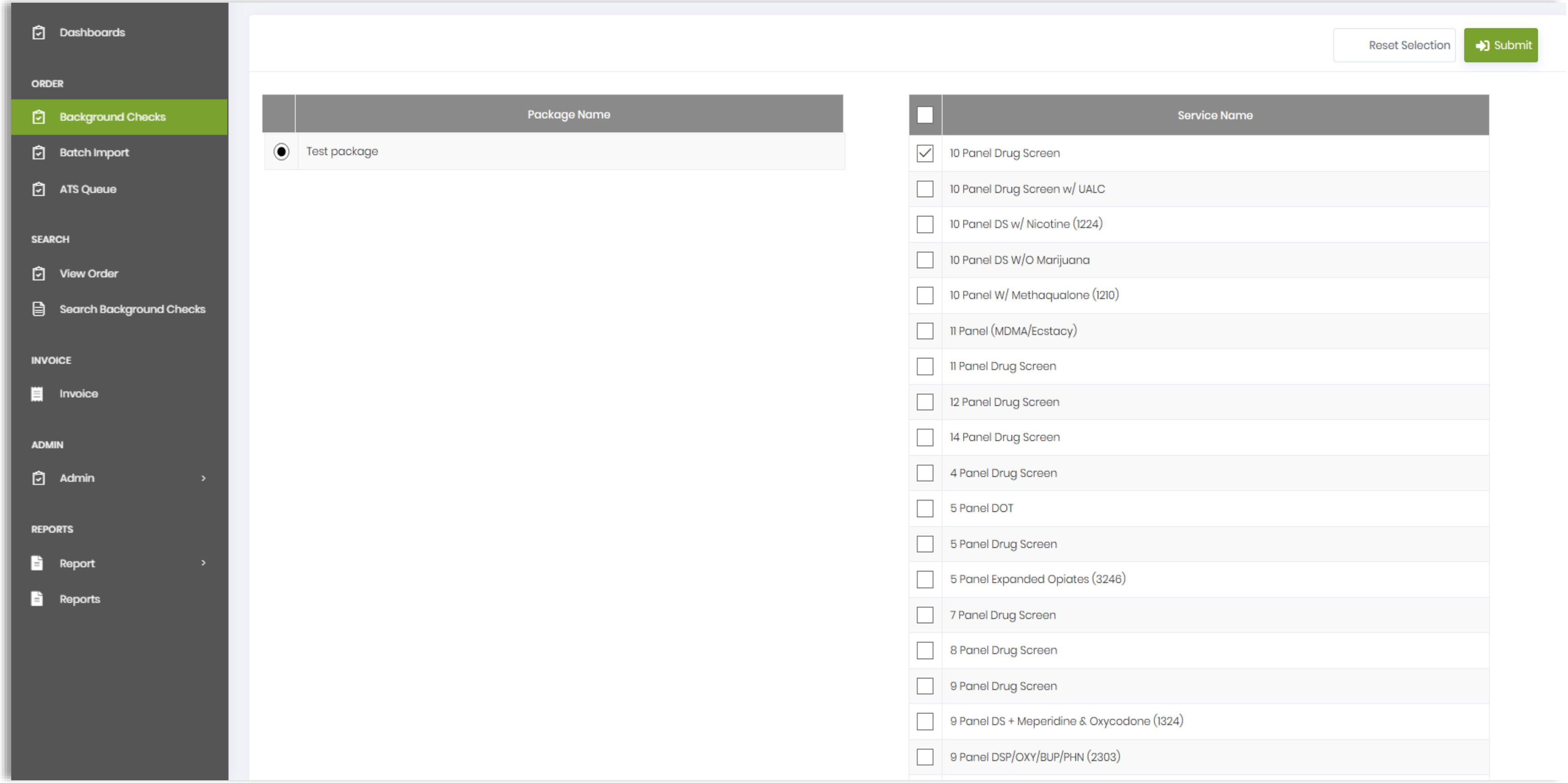
Under the "Order" navigation bar select "Background Checks."

1. Under "Package Name" select the package you would to use to screen your applicant.
2. Under "Service Name" select additional a la carte item(s) that you would like to add to the services provided in your package
   - You may also select a la carte items without selecting a package.



Send an invitation*

or

Build a Report

* Private Eyes best practice recommendation. This provides a secure link with all the necessary compliancy forms for applicants to complete their background check online.

Ordering a Report:

Sending Applicant an Invitation

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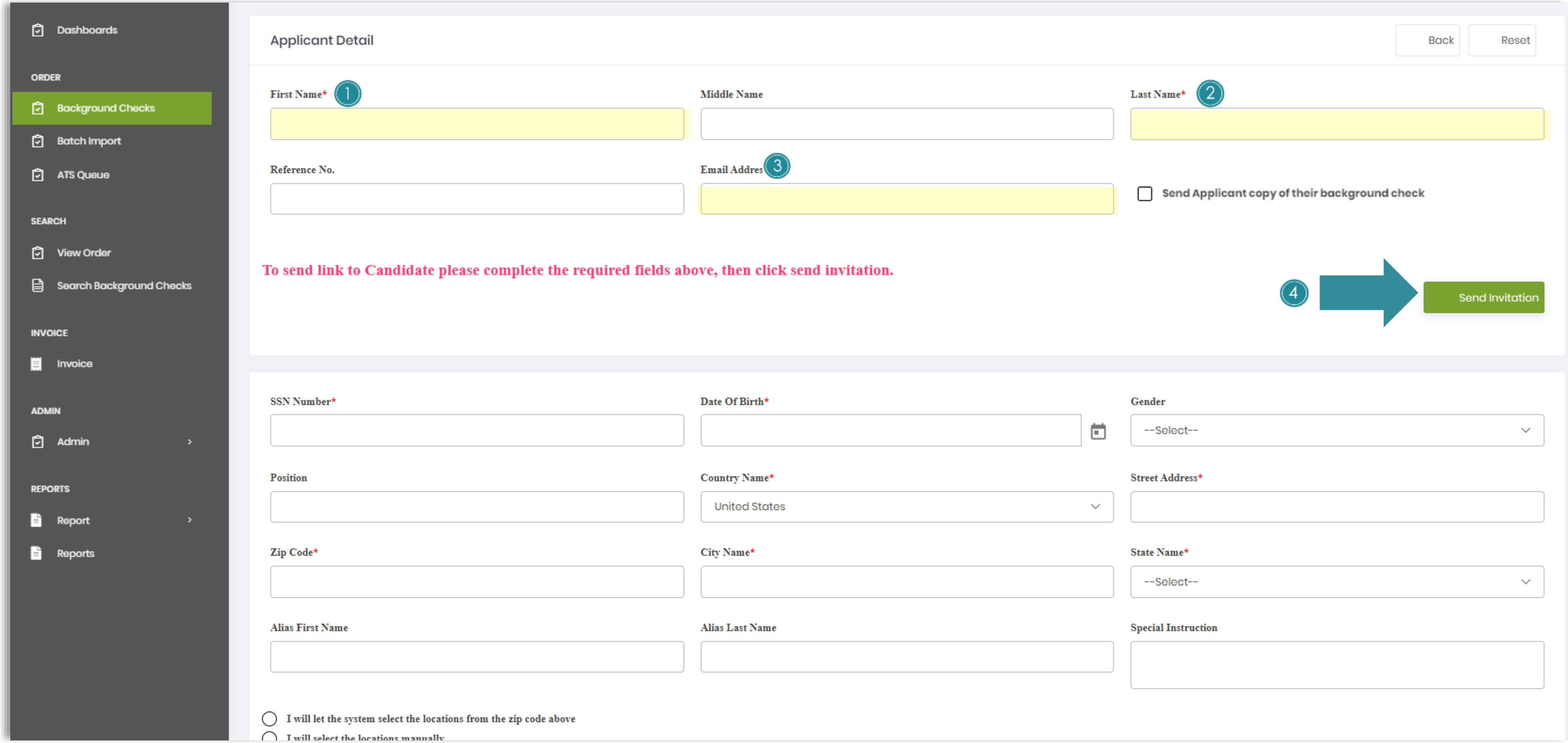
1. Under “Applicant Detail” fill out the applicant’s:
   - First name 1
   - Last name 2
   - Email Address 3

Optional: Middle Name, Reference no. , and sending applicant a copy of their background check

2. Select “Send Invitation.” 4



Ordering a Report:
Building a Report

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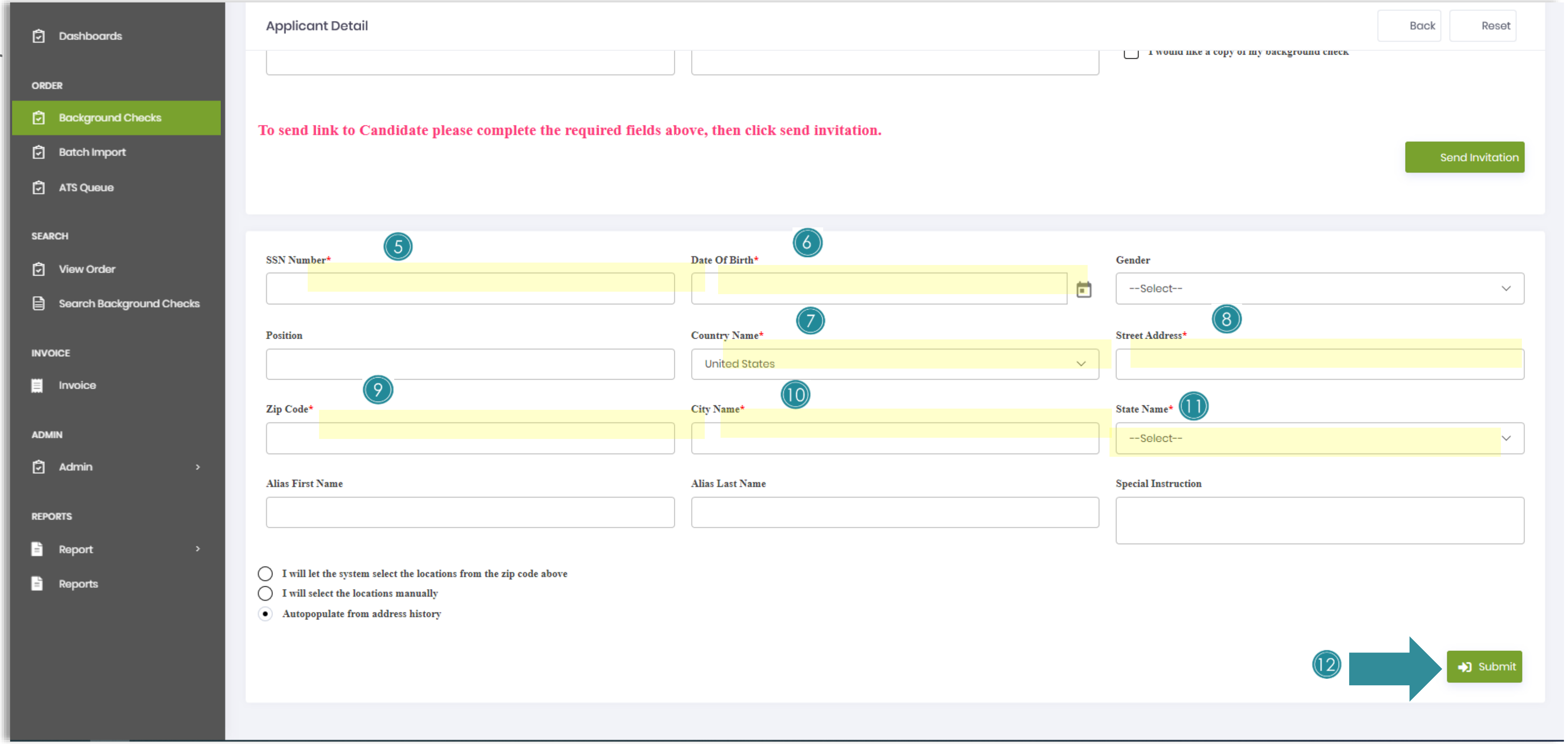
To build a report, fill out:

1. All of the mandatory fields under "Applicant Detail."
   - SSN Number 5
   - Date of Birth 6
   - Country Name 7
   - Street Address 8
   - Zip Code 9
   - City Name 10
   - State Name 11

2. Select "Submit."* 12



* Please note to not select "Send Invitation" if you do not wish for your applicant to not fill out their background application online.

Ordering a Report:

Batch Imports

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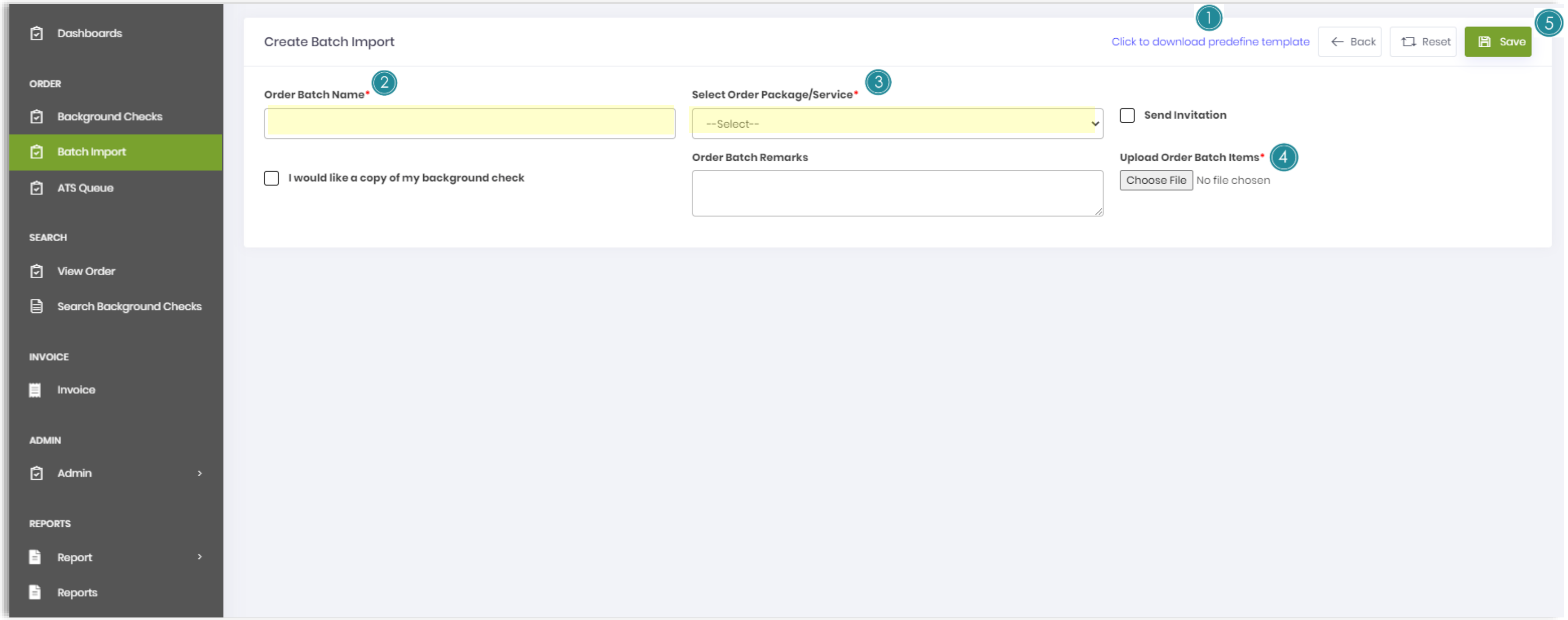
Under the "Order" navigation bar select "Batch Import."

1. Select "Create" on the right hand side.
2. Select "Click to download predefined template" ① and fill all required fields.
    - Order Batch Import ②
    - Select Order Package/Service ③
    - Upload Batch order template ④

    Note: Select "Send Invitation" if you wish for your applicant to fill out their background application online.
3. "Save." ⑤



Searching a Report:
View Orders

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Under the "Search" navigation bar select "View order." This enables user access to view details of reports with the following options:

View: View all services associated with the background check. 1

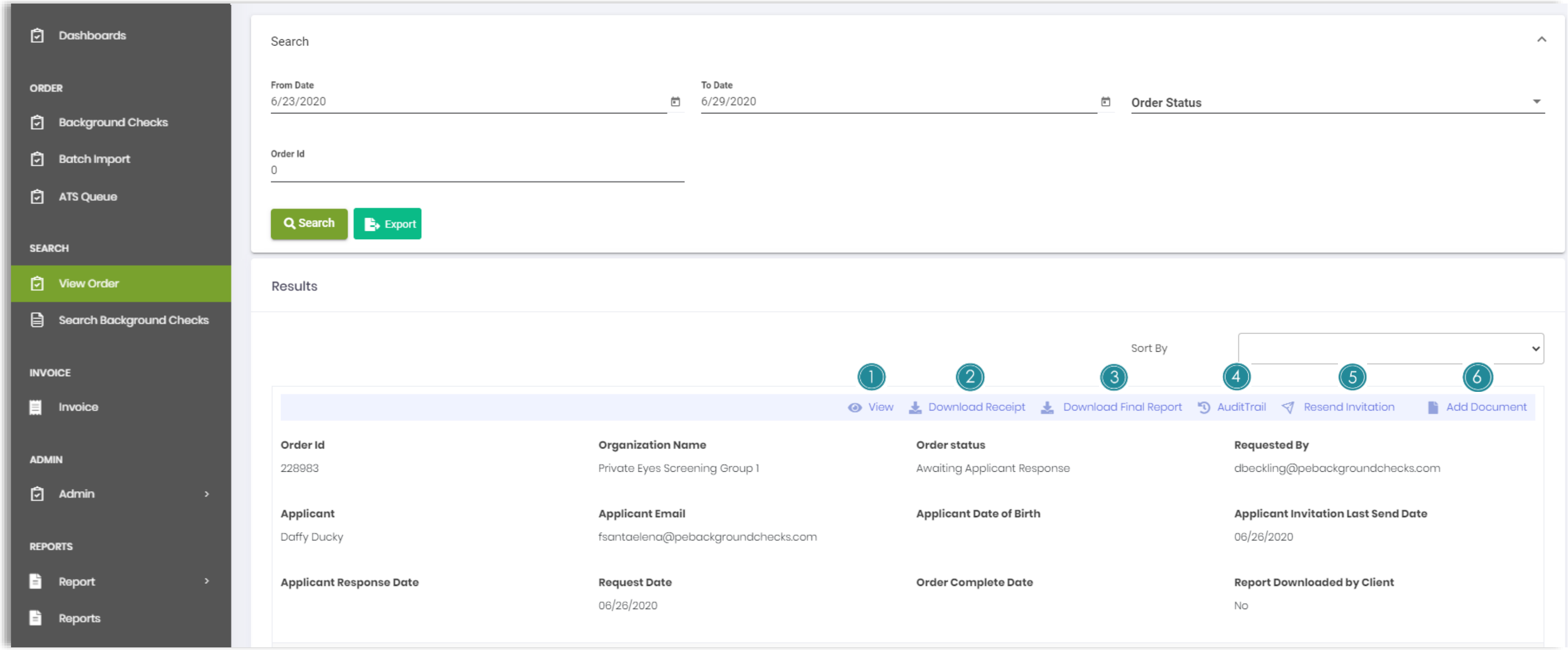
Download Receipt: View the cost of the report. 2

Download Final Report: View completed report. 3

Audit Trail: View the audit trail. 4

Resend Invitation: Resend applicant their invitation. 5

Add Document: Upload important documents pertaining to applicant. 6



Searching a Report:
Background Checks

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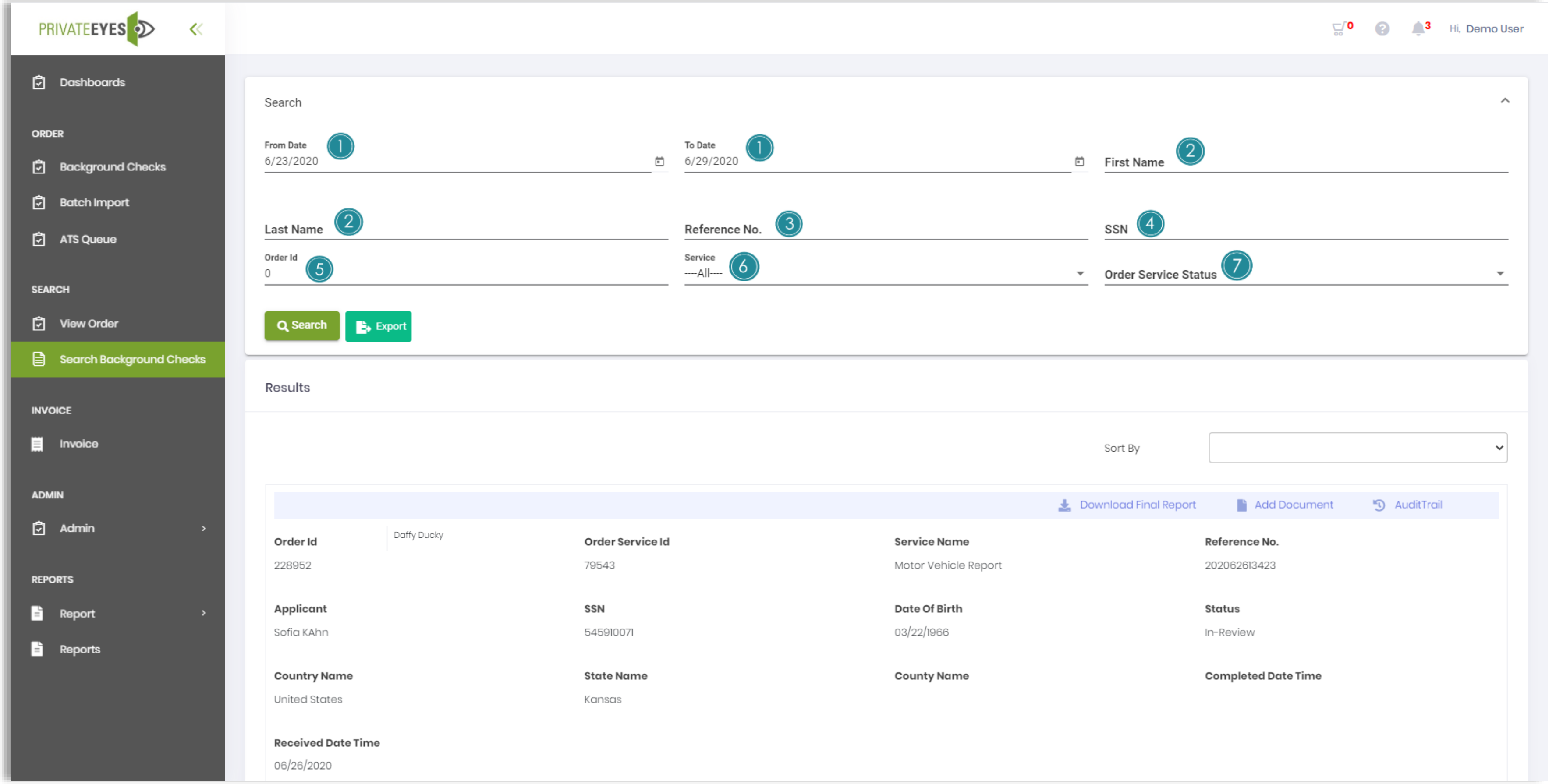
Under the “Search” navigation bar select “Search Background Checks.” This enables user access to search for a report by filtering:

- Date Range 1
- Applicant’s Name 2
- Reference No. 3
- Applicant’s SSN 4
- Order ID 5
- Service 6
- Order Service Status 7



Invoice Lookup

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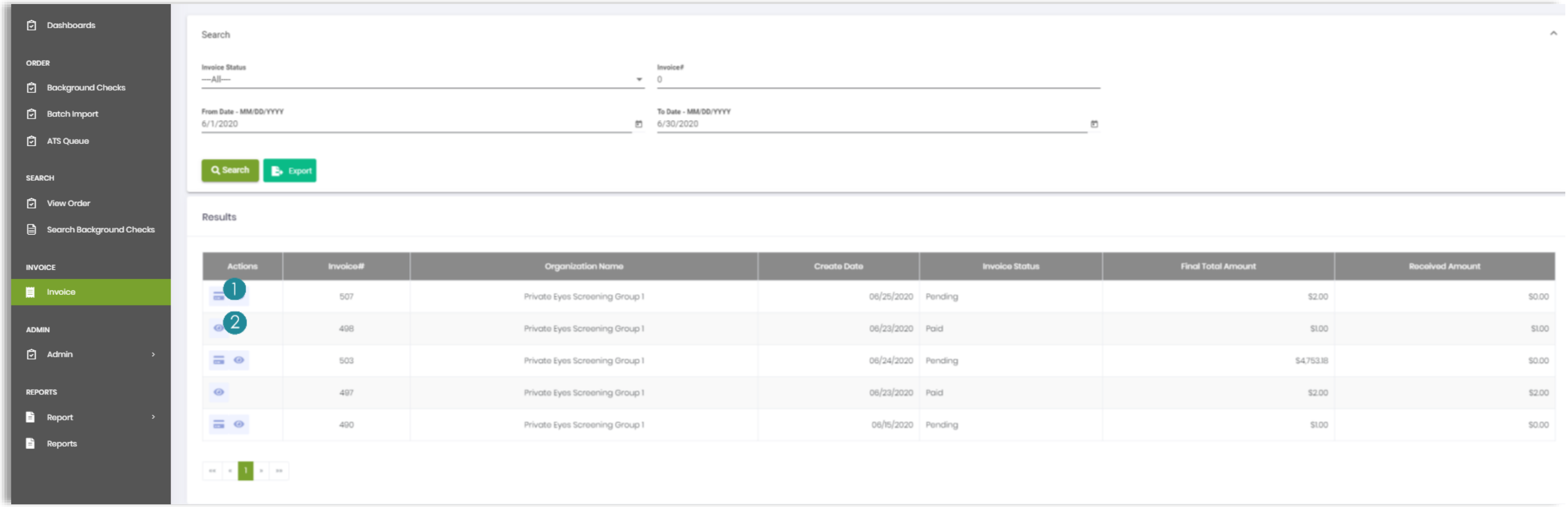
Under the navigation bar select "Invoice." This enables user access to view invoices. You will be able to filter by invoice number and date range.

Paynow: Pay for all pending payments through credit card. 1

View Order: View the invoice details. 2



Contact Us

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