

You're **NEW?** We'll help you get started

- Sign-in at <https://ows01.hireright.com/login/>
- Enter your provided **Company ID**, **user name** and **temporary password** and click **Login**.
- First time access will include a prompt for you to create a personal password and a password reminder - for future help should you forget your login.

By completing these steps, you can get help retrieving any of these three items by clicking the link: "**Need help with login?**" below the Login button. It will open to a self-service screen to help with the required Login fields, or if your account is locked.

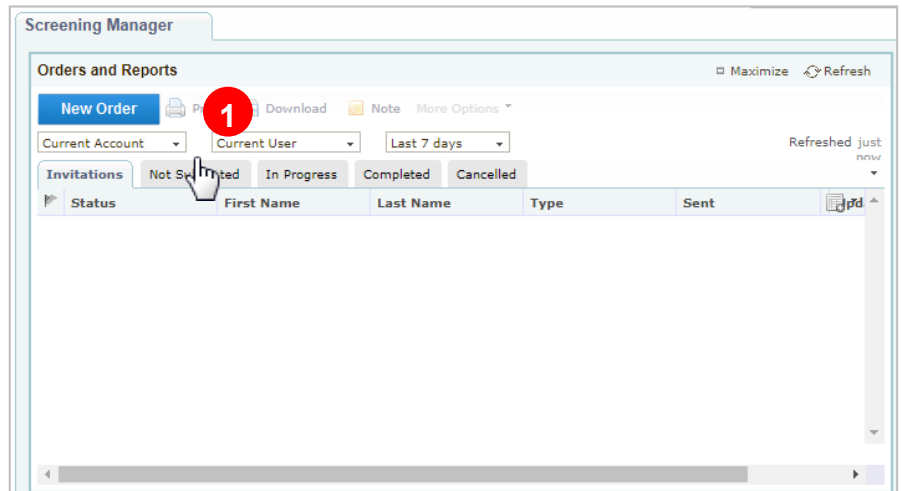
The image shows a screenshot of the HireRight login page. On the left, there is a login form with fields for Company ID, User Name, and Password. Below these fields is a checkbox labeled "Remember my Company ID and User Name" and a "Login" button. A red box highlights a link that says "Need help with login?" with a red arrow pointing to a dialog box on the right. The dialog box has the HireRight logo at the top and the text "What can we help you with?". It contains four radio button options: "I forgot my (Select up to two of the options below)", "Password", "Company ID", "User Name", and "My account is locked". A "Next" button is at the bottom of the dialog box. The background of the login page features a smiling woman in a blue shirt.

Have Questions? We have Answers. | [Contact Us](#) or connect with us through Live Help once you're in the HireRight platform.

You're NEW? We can help you place your **first** order

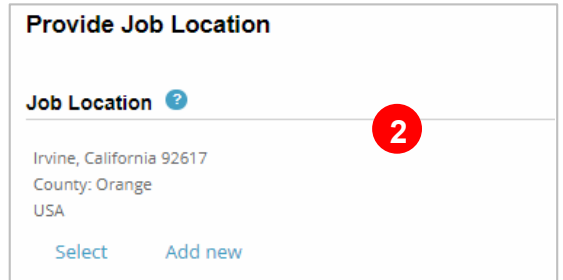
Placing your first order is a piece of cake with HireRight!

1. From the Screening Manager dashboard, click **New Order**.



2. If applicable, you will confirm **Job Location** and click **Next** before selecting background check services.

- Click **Select** to view job locations and/or to select a different job location
- Click **Add New** to add a new job location



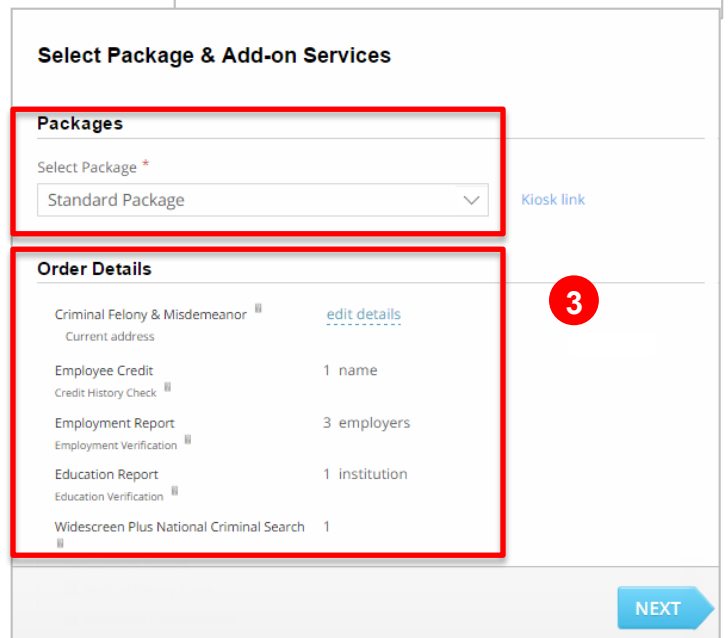
3. **Select Package**, using the drop-down arrow.

View **Order Details** to confirm that these are the services you wish to order for the individual who will be screened.

Click **Next** to continue.

NOTE: A la carte services may be available and added for an additional fee.

Fees may display for add-on services, as applicable, based on the account configuration.



4. Who will complete the background form

- Workflow: Will you or the applicant will be filling in the applicant data for the order?
- Click Next to continue with the selected workflow.

The next step is for the Applicant or Requestor to complete any requirements via the online form.

Click [here](#) to view details on applicant and requestor submission steps.

The order is created only after the applicant (or the requester) submits the forms.

HireRight makes it easy for Applicants to get answers to frequently asked questions about background screening. Feel free to direct them [here](#) before starting the background check.

NOTE: Account configurations may differ. For instance, package names and fields for collecting internal information for invoicing purposes may or may not be present in your live account. These options are not shown in the general images provided in this guide.

Here are more options on the Applicant Workflow

- **Send an email and text invite.** You must have applicant's permission to use this feature.
- **Upload documents** allows a single file upload of documentation to accompany the order, such as an MVR release form.
- **Invite additional applicants.** Click the green plus to **Add Applicant**. You can have up to five (5) invites go out at one time. Be sure the job location and package you already indicated is applicable.
- **Language** may be enabled for your account, allowing the default invitation to be sent to the applicant in a chosen language.
- **Default Invitation Letter** will be sent to the applicant. HireRight supports Super Users with the ability to modify the email, if desired, by clicking the **Preview/Edit** button.
- Send yourself a copy of the invitation by checking the box if you wish to receive a copy of the invitation to the applicant.
- Click **NEXT** to send your invitation to the Applicant.

HireRight has gone a long way to make it easy for Applicants to get answers to frequently asked questions about background screening. Feel free to direct them [here](#) before starting the background check.

You placed a new order. Want to **view** the details and results?

HireRight provides real-time status and results posting!

1. Locate your order on the Screening Manager dashboard. You will find background reports that you have requested within the appropriate tab: In Progress, Pending Adjudication, or Completed. Double-click to **View**.

Screening Manager

Orders and Reports Maximize Refresh

New Order Print Download Advanced Download Note More Options

All Accounts All Users Last 30 days Refresh

Invitations **Not Submitted** **In Progress** **Pending Adjudication** **Completed** **Cancelled**

First Name	Request #	Status	Request Date	Account
Virgil	HA-012919-HB65T	67% Completed	Jan 29, 2019	SALESNA-NMARS
Virgil	HE-012419-GT3E8	50% Completed	Jan 24, 2019	ABC Company
Test	HE-012419-GS9Z8	50% Completed	Jan 24, 2019	ABC Company
susan	HA-012419-GR84D	60% Completed	Jan 24, 2019	SALESNA-KTALMA

2. The report opens displaying a **Report Summary** of the order details including date submitted/completed, turnaround, package, job location, status of the search or verification, etc.

Report Summary Report Details History Documents Applicant Data Refresh

Federico Pena

Request Number: **HA-012419-GR986** SSN/National ID: *****1111

Requested By: **Justin Reed** Date of Birth: **pppp**

Submitted: **Jan 24, 2019** Status: **Complete**

Completed: **Feb 3, 2019** Adjudication: **Client Review Required**

Package: **Mexico**

Job Location: **Mexico City**

Guidelines Set: **SALESRPTS Statuses (GL-SALESRP-001) v1**

Auto-Library Guidelines Set: **AutoLibrarySet - Self Adjudication 3.0 (GL-000-000) v1.6**

Products	Verification Sources	Fulfillment Result	Adjudication Result	Date Completed	Reviewer's comments
Criminal Felony & Misdemeanor	Newport Beach, Orange, CA, USA	Complete - No Court Record Found	Meets Company Standards	Jan 24, 2019 10:54 AM PST	Add/Edit Comments
Self Adjudication 3.0	Self Adjudication 3.0	Client Review Required	Client Review Required	Feb 3, 2019 8:11 PM PST	Add/Edit Comments
Education Plus	University of Azkaban	Closed - Not Verified per Guidelines	Meets Company Standards	Jan 24, 2019 10:54 AM PST	Add/Edit Comments
Employment Plus	Acme Ltd	Closed - Not Verified per Guidelines	Meets Company Standards	Jan 24, 2019 10:54 AM PST	Add/Edit Comments
Employment Plus (1)		No Information Provided			
Professional Reference Check Report	Reference: Wellington Webb	Closed	Client Review Required	Jan 24, 2019 11:27 AM PST	Add/Edit Comments
Global Sanctions & Enforcement	Global Sanctions & Enforcement	Complete - No Data Found	Meets Company Standards	Feb 3, 2019 8:11 PM PST	Add/Edit Comments
ID Check	ID Check	Closed	Client Review Required	Jan 25, 2019 1:20 AM PST	Add/Edit Comments

CLICK LIVE LINKS IN THE TABLE TO ACCESS MORE DETAILS WITHIN REPORT DETAILS TAB.

- The report opens displaying **Report Details** for the selected service. Scroll up or down to view the full details of processing including any delay notifications, applicant contact and results.

Widescreen Plus National Criminal Search

Adjudication details
Widescreen Plus National Criminal Search - Meets Company Standards
Widescreen Plus National Criminal Search: Completed

Widescreen Plus National Criminal Search
Result: Completed ¹
Time Completed: Jul 20, 2018 12:04 AM PDT

HireRight comments
Jul 17, 2018 2:26 AM PDT - Divya Boregowda - Note: Requested the following from the requestor: Applicant's Date of Birth. Email sent to kari.talmadge@hireright.com.
Jul 17, 2018 2:26 AM PDT - Boregowda, Divya - Delay:
-----Email notification sent to requestor: <kari.talmadge@hireright.com>
-----Reason: Additional Research is Required to Complete This Request
-----Estimated Completion Date:24-Jul-2018

SS Trace/Credit

Adjudication details
SS Trace/Credit - Meets Company Standards
SSN Trace: Complete - Data Found

SSN Trace* Complete - Data Found ¹
Time Completed: Jul 19, 2018 12:22 PM PDT

Date Report Started: Telephone Number:
Subject Name: SSN: 000-00-0000
AKA:
Addresses:
5151 California Avenue , IRVINE, CA 92617 Date Reported: 04/20/18
123 Sixth Street , RANCHO CUCAMONGA, CA 91730 Date Reported: 04/03/14

Consumer Statement
* The Social Security Trace does not prove the validity of the social security number.

Court Records

Adjudication details
Court Records - Meets Company Standards
Criminal Felony & Misdemeanor: Complete - No Court Record Found

2 subrequests

1. Criminal Felony & Misdemeanor (Past 7 Years Search) Complete - No Court Record Found
Basic, Benjamin B

Address(es): Irvine, Orange County, CA, USA
Orange County, CA, USA
Location Searched: Irvine, Orange County, CA
Orange County, CA
Time Completed: Jul 16, 2018 11:42 AM PDT
Verified by: QA-434

HireRight comments
Jul 16, 2018 11:42 AM PDT - Note:
-----Reason: Orange County, CA - Average court turnaround time is currently 1 business day.

Criminal Felony & Misdemeanor (Past 7 Years Search) Complete - Court Record Found

Address(es): Las Vegas, Clark County, NV, USA
Location Searched: Las Vegas, Clark County, CA
Time Completed: Jul 16, 2018 11:07 PM PDT
Verified by: QA-56625

HireRight comments
Jul 16, 2018 11:05 PM PDT - Delay:
-----Notification sent to requestor: <to recruiter@abc.com>
-----Reason: Court Delay: Clark County, NV - Searches are performed by the county clerk and process a limited number of requests per day. The standard processing time for requests is up to 5 business days.

1.) Case Nbr.: CC386486000 Clark County Courthouse
Comments:
Identifiers: Confirmation: Name, Date Of Birth. NAME ON FILE (Basic, Ben B.);

Count: 1
Offense Date: Apr 21, 2011
Offense: Driving Under The Influence Alcohol/0.08 Percent
Disposition: Nolo contendere
Sentence: Probation: 3 years summary; jail time: 2 days; fine: \$1,874.00; sentence: alcohol program;

Severity:
Disp. Date: Misdemeanor
Sep 16, 2011

You will find complete instructions for how to read the elements of background reports and other helpful information in the HireRight Quick Start Guide in the Training & Documentation section within the HireRight account's Help & Training menu.

I am **NEW**, help me get started

Using HireRight is simple when you have direct access to the support resources and training you need. HireRight customers have access to the following **complimentary** training resources.



Instructor-Led Training

HireRight hosts regularly-scheduled online, instructor-led training sessions to introduce system features, products and processes. These sessions range from 30 – 90 minutes. You may self-register to attend the session(s) of your choice by going to <https://www.hireright.com/InstructorLedTraining>



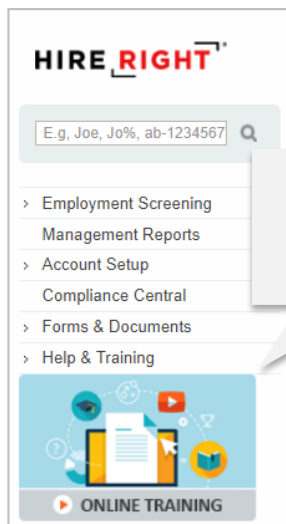
Training & Documentation

Access user guides, videos/recordings, and FAQs anytime from within your HireRight account by clicking Help & Training or the online training icon, as shown below.



HireRight University™

HireRight University™ is a learning center for customers, available 24/7 from within your HireRight account. You will find access to detailed, interactive modules, videos and session recordings.



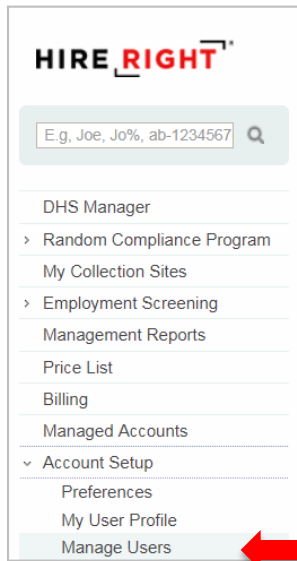
It's all **RIGHT** inside

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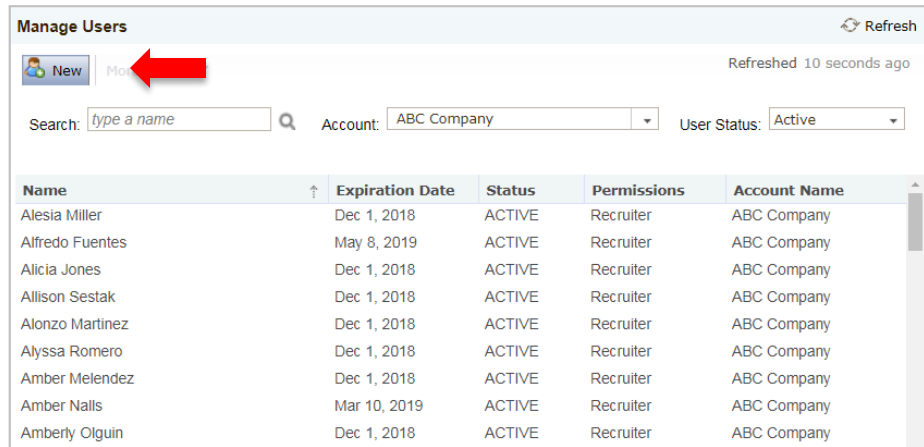
I want to **Add** a new user to my HireRight account

Super Users can easily add a new user directly within your HireRight account.

1. Click **Account Setup** and the click **Manage Users**.



2. Click the **New** button. This will open a New User tab (see below.)



User Information:

Required fields are marked with a red asterisk.

Create a unique user name consistent to other users (i.e. email address).

The password will auto-generate and be sent via email once the user setup is complete and you click **Save** (not shown).

Add Accounts: use to add the user to one or more accounts and apply available permissions.

Reference ID: Integration customers must have user created with an ID and enter it here for connectivity to HireRight. *Case Sensitive.

