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.

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.

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.

CLICK LIVE LINKS IN THE TABLE TO ACCESS MORE DETAILS WITHIN REPORT DETAILS TAB.
3. 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.

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](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.

Have Questions? We have Answers. | Contact Us or connect with us through Live Help once you’re in the HireRight platform.
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.