Checkr PAYROLL4FREE.COM

Getting Started with Checkr

Checkr

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855-833-3364

Welcome to Checkr!

This guide will help you get started using Checkr within the Payroll4Free platform. The guide will walk you through the entire process starting from the integration in Payroll4Free, how you can use the Checkr dashboard, how to review reports, and how to add new members to Checkr accounts.

If you have any questions that are not covered in this guide, please email clients@checkr.com for additional assistance.

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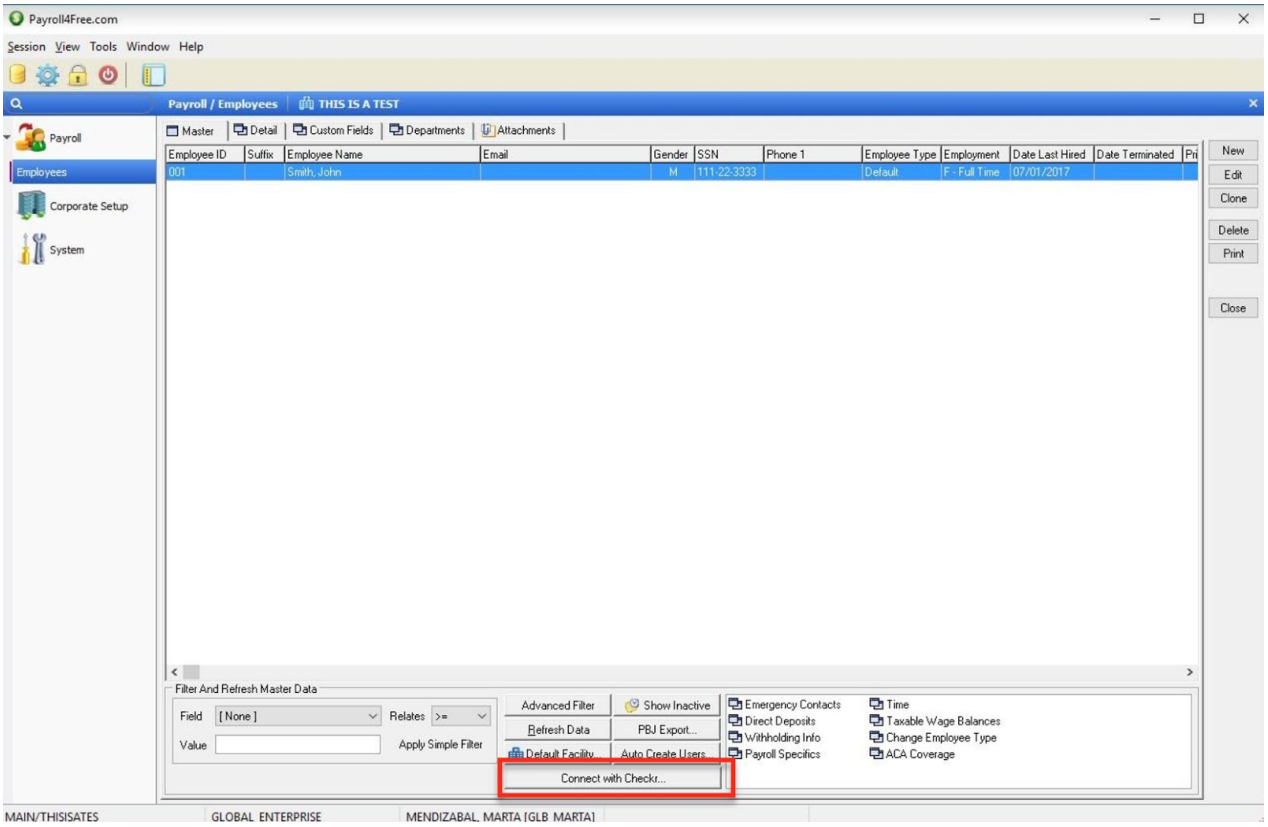
Payroll4Free Integration: How to set up Checkr and order background checks

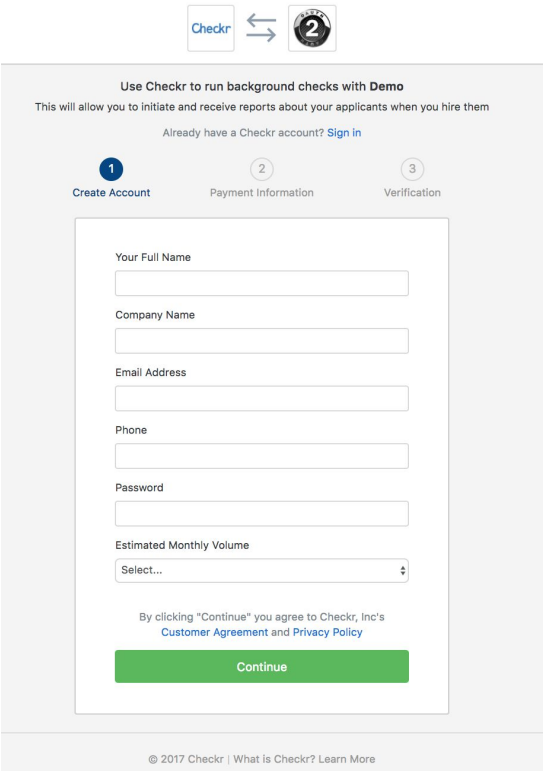
To get started running background checks within Payroll4Free, log in to your Payroll4Free, go to the Employee section, and click on “Connect with Checkr” at the bottom.



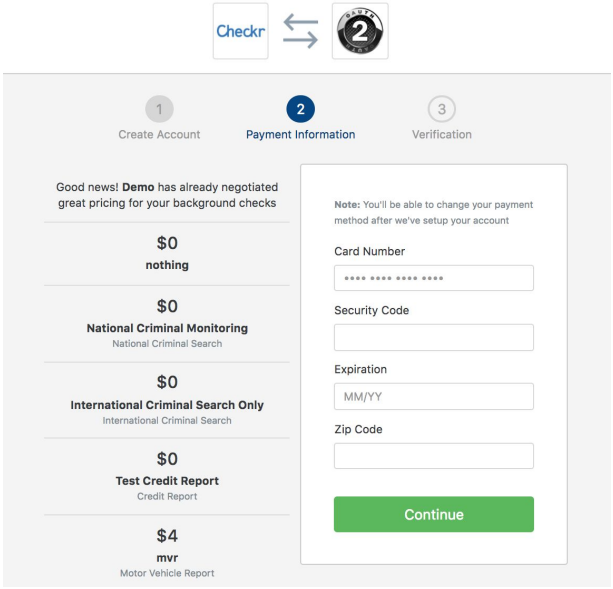
Once you click the **Connect to Checkr** button, you will be directed to either Sign In (if you’re an existing Checkr customer using the integration on Payroll4Free for the first time) or to Sign Up (if you’re a new Checkr customer).

If you’re new to Checkr, you will need to create an account, provide billing details, and allow Checkr to credential your business (as required by law to run pre-employment background checks). The following steps will walk you through this process:

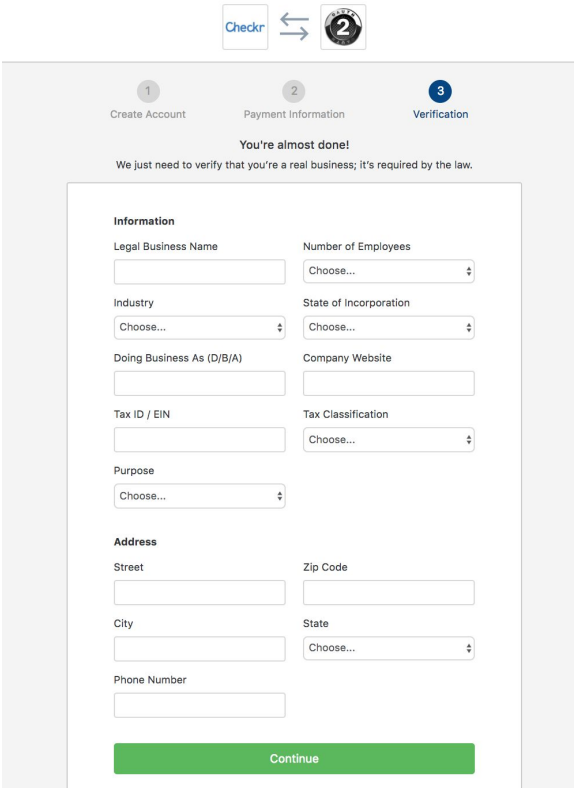
Step 1: Create an account with Checkr

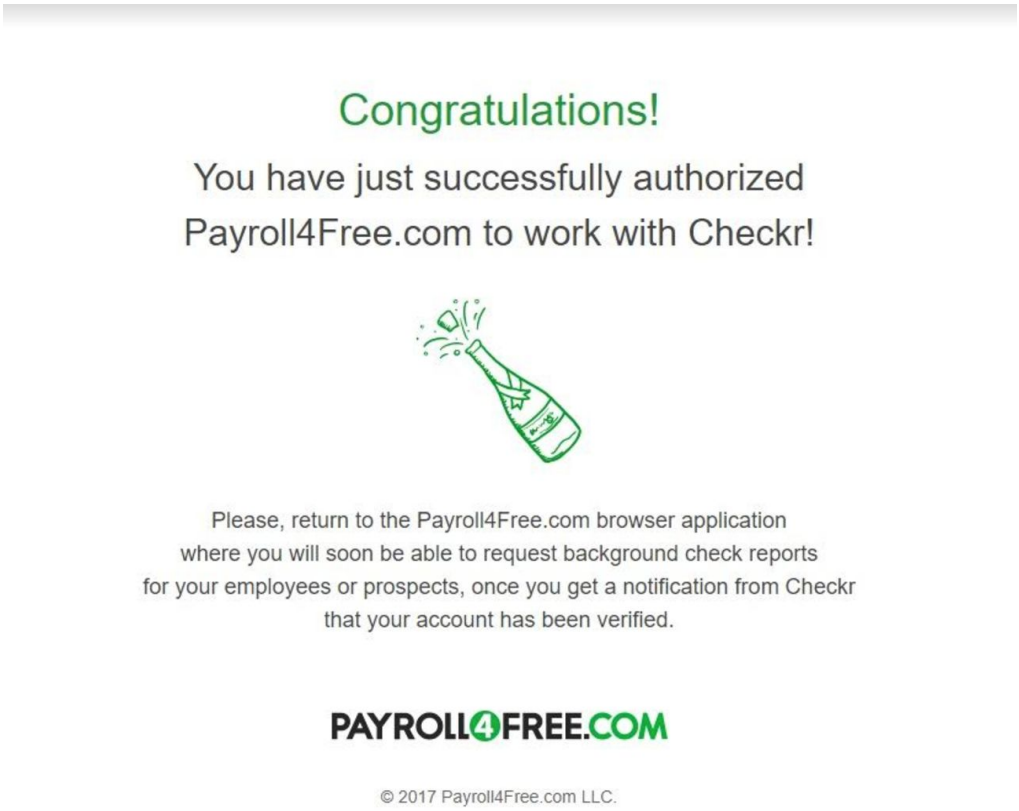


Step 2: Provide credit card details (Checkr bills you directly, and does not go through Payroll4Free). You can easily change your payment details (different credit card, ACH) on the Checkr dashboard after you've set up an account.



Step 3: Provide information about your business to get credentialed. Credentialing is required by law, as only legitimate companies can run background checks for pre-employment.

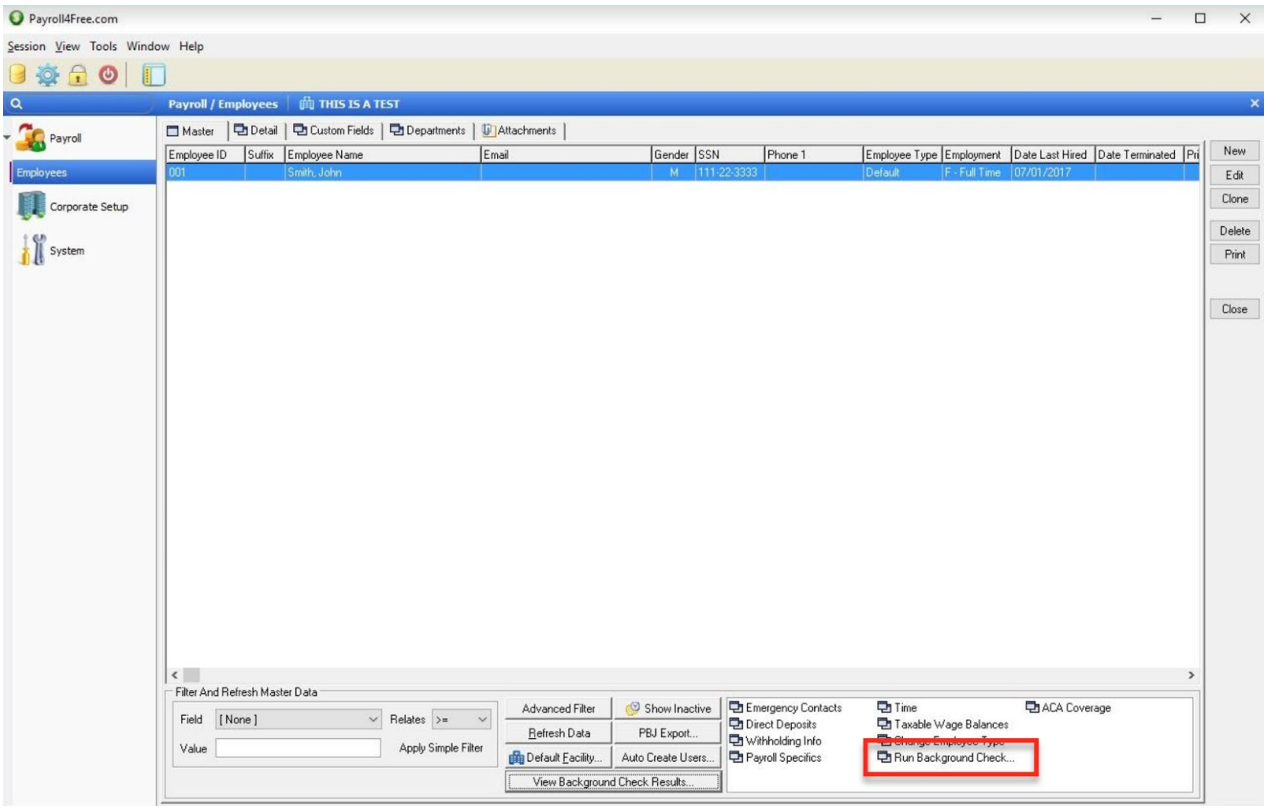




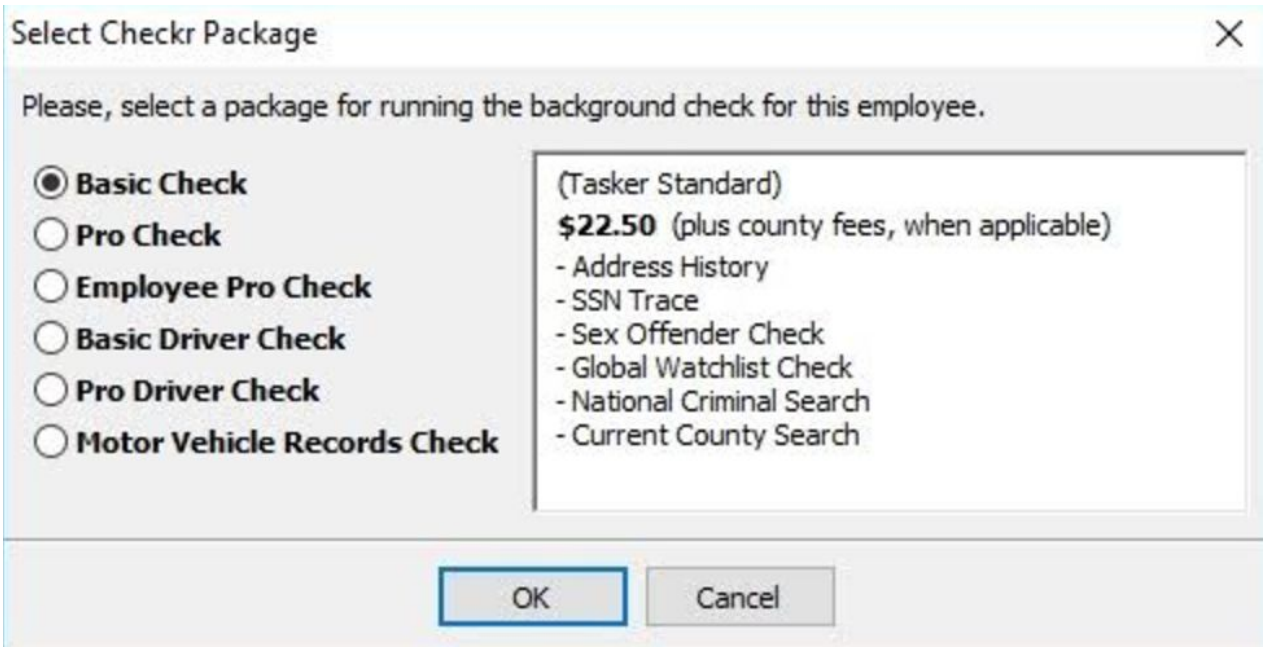
After you complete the above 3-part process, the Checkr team will begin the credentialing process, which typically takes 1-2 business days. Once completed, Checkr API will notify Payroll4Free (and you) that you are ready to begin ordering background checks on the Payroll4Free platform.

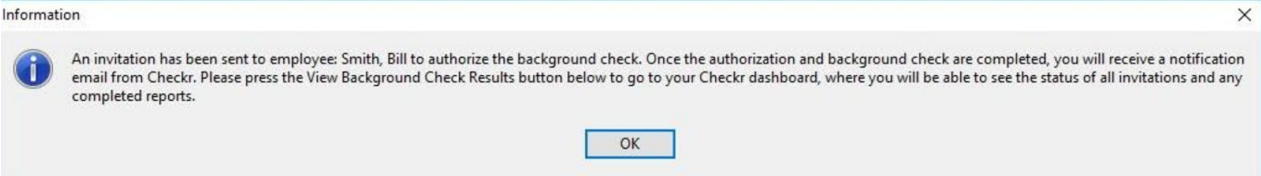
Ordering Background Checks

You can order background checks through Payroll4Free in the Employee section. First, select the employee and click the “Run Background Check” link.

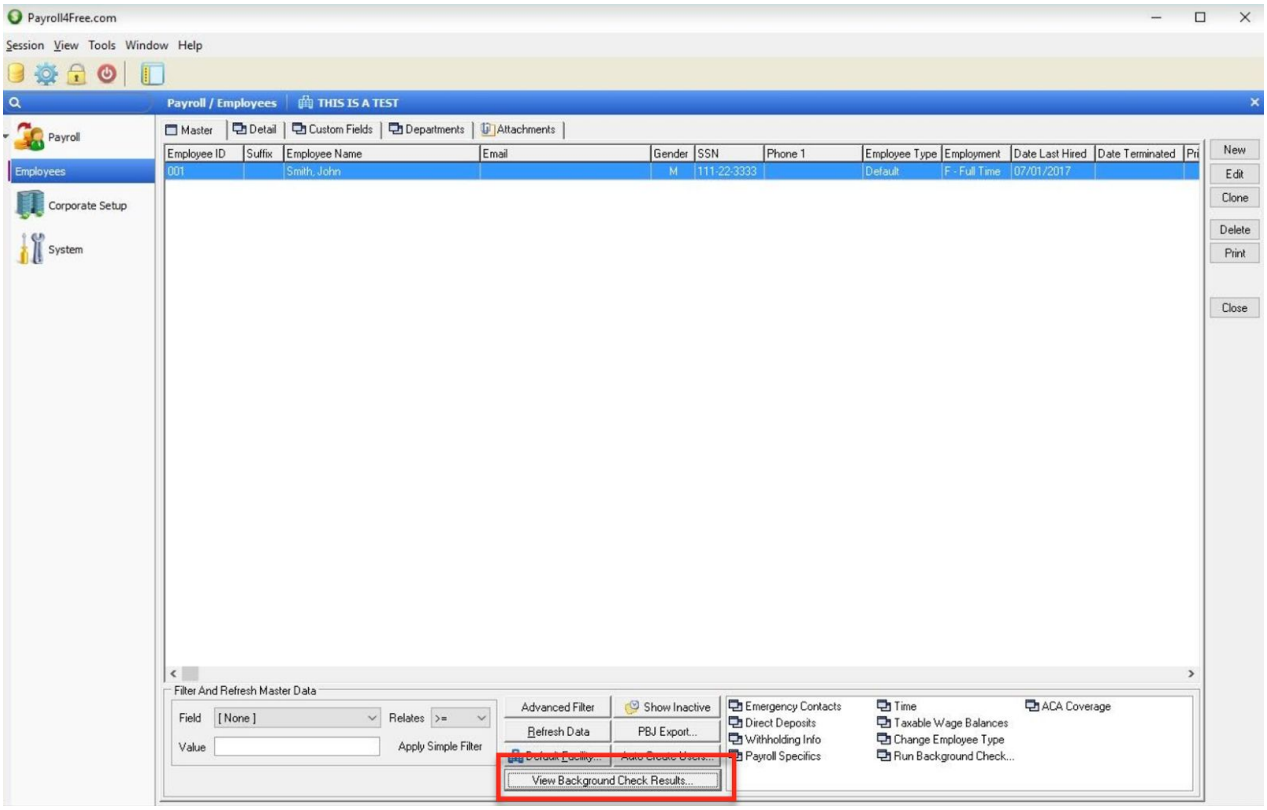


You will then be prompted to choose the background check package, then submit the order.





Once the background check has been ordered, you will be able to track the status of the report within Payroll4Free. Once completed, you can view the actual background check report on the Checkr Dashboard.

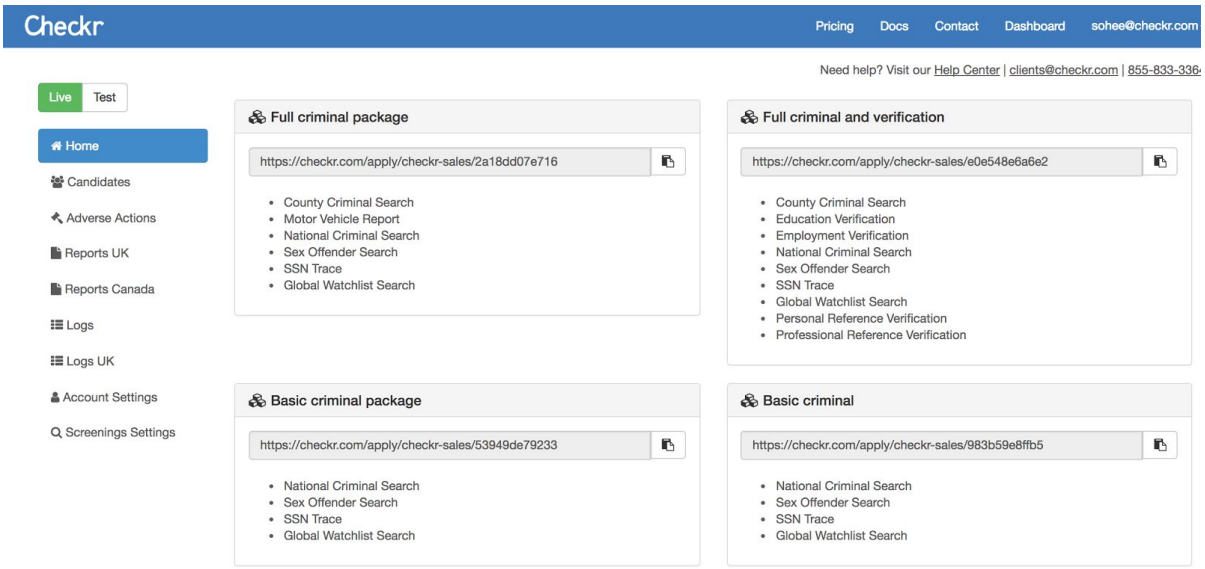


Checkr Dashboard Overview

While you can easily order background checks on your candidates and view the status of the reports on Payroll4Free's platform, there are a few reasons why you will need to use the Checkr dashboard:

1. To view an applicant's full background check report
2. To manage users
3. To edit billing information
4. To edit email notifications

Please visit our YouTube page to watch the Checkr demo video: Getting Started with Checkr

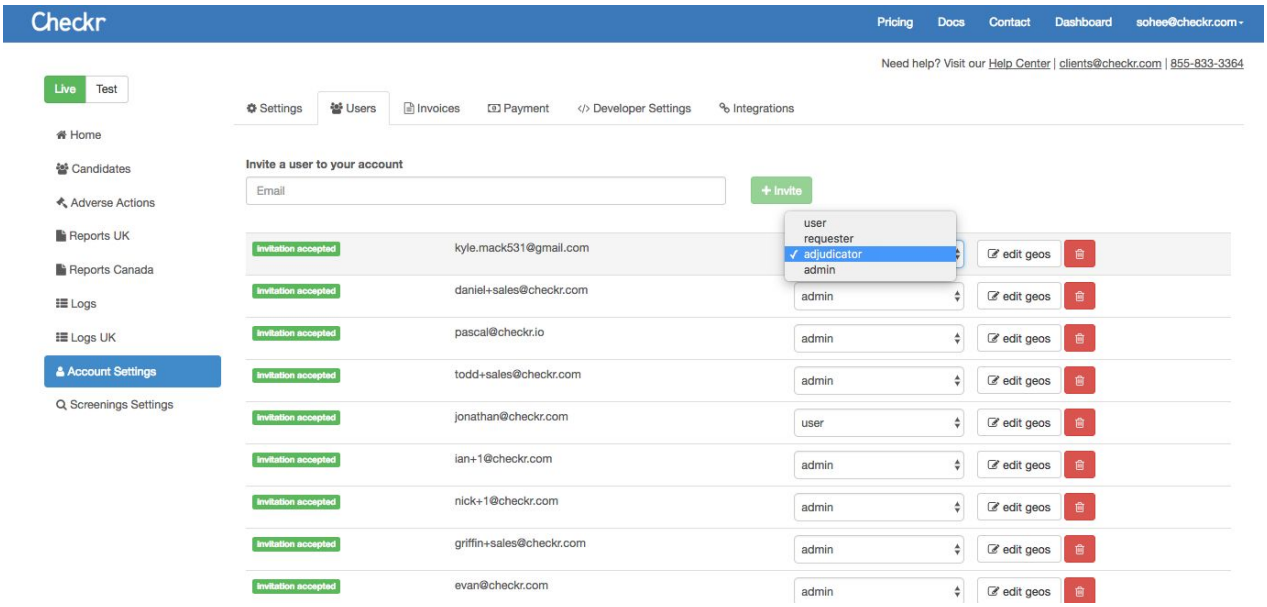


Viewing Full Background Check Reports

Within Payroll4Free, you can order background checks and view the status of that background check (either Invited, Pending, or Complete) but you cannot view the actual report within the Payroll4Free platform. To view the report on a completed background check, click **Complete** under the candidate's name in the **Results** tab. This will take you to the candidate's page within Checkr, where you can review the full report.

Managing Users

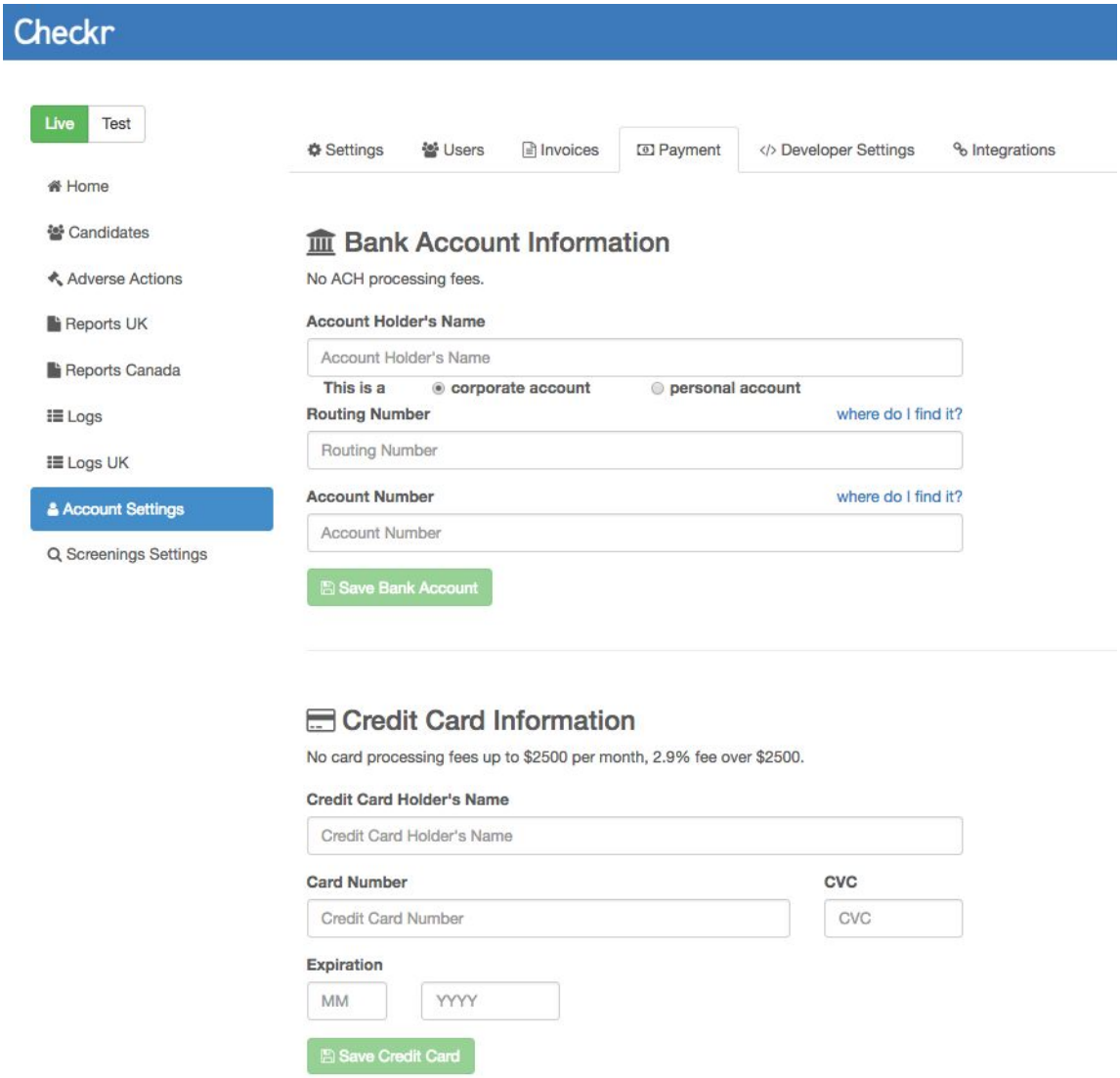
Navigate to the **Users** tab in the **Account Settings** section of your dashboard. Admins can invite other users and delegate their statuses. Users can only view reports, Adjudicators can approve or pre-adverse applicants, Requesters can request reports, and Admins have complete dashboard access.



Billing: Invoices & Payment Options

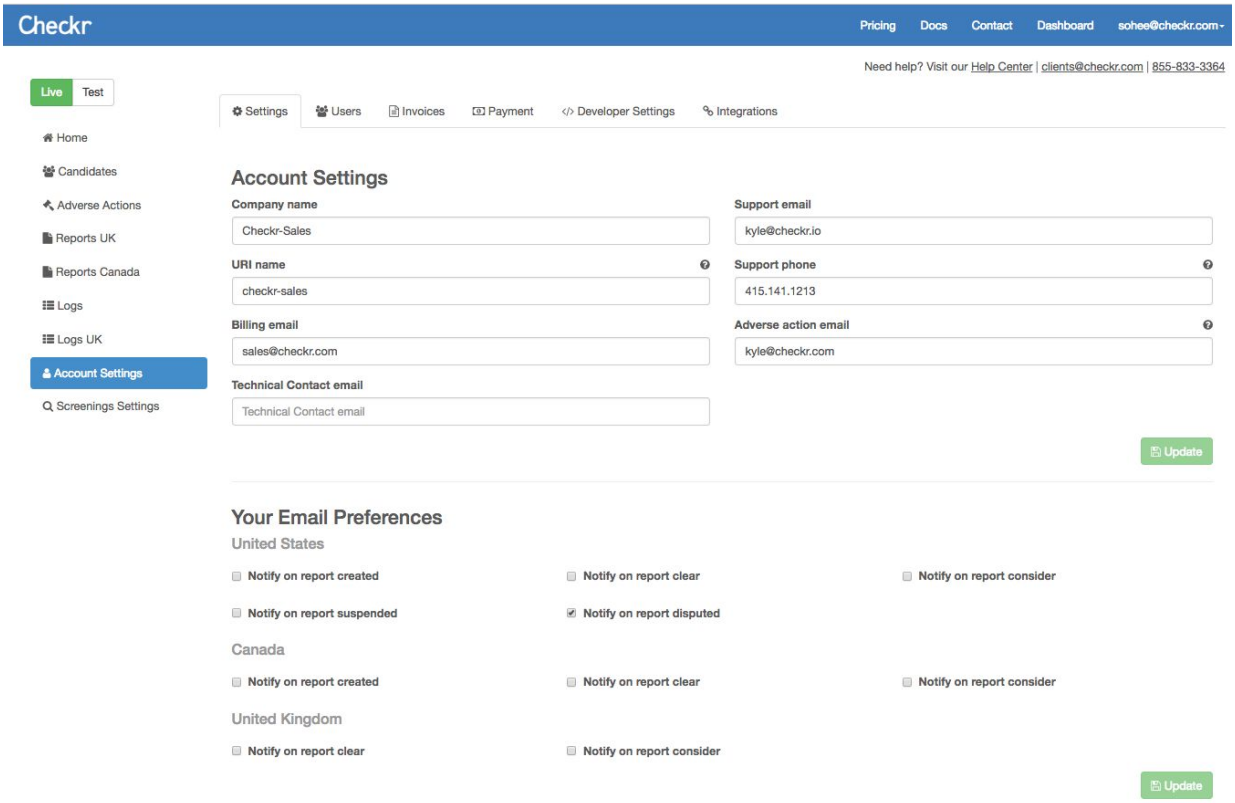
Invoices are sent on the first week of each month and customers are billed for usage during the prior month. Invoices are listed on the **Invoices** page of the **Account** section. Credit card and ACH information can be updated under the **Payment** tab at any time. No credit card fees apply as long as your invoice is under $2,500. Checkr only accepts paper checks if your invoice is over $2,500 per month.

Please note that credit card and ACH payments are processed automatically, but customers will have a minimum of 72 hours to review the invoice before payments are initiated. For any discrepancies or questions regarding invoices, email billing@checkr.com.


Checkr
Live
Test
Home
Candidates
Adverse Actions
Reports UK
Reports Canada
Logs
Logs UK
Account Settings
Screenings Settings
Settings
Users
Invoices
Payment
Developer Settings
Integrations
Bank Account Information
No ACH processing fees.
Account Holder's Name
Account Holder's Name
This is a
corporate account
personal account
Routing Number
where do I find it?
Routing Number
Account Number
where do I find it?
Account Number
Save Bank Account
Credit Card Information
No card processing fees up to $2500 per month, 2.9% fee over $2500.
Credit Card Holder's Name
Credit Card Holder's Name
Card Number
CVC
Credit Card Number
CVC
Expiration
MM
YYYY
Save Credit Card

Email Notifications

On the first tab of **Account Settings**, each user can edit their own email notifications. You can enable or disable notifications for when reports are created or for a new report status (suspended, clear, consider or disputed). An email notification of “Notify on dispute” is required for at least one Admin. All real time updates are also available directly in the dashboard.



Report Statuses

pending

Report is processing and will typically be finalized within 3-5 days. In some instances, county criminal searches take significantly longer if Checkr is searching for criminal records in a county that processes search requests in a less than expeditious manner. Unfortunately, the County Criminal search cannot be expedited as much as we'd like since Checkr operates at the mercy of the courts.

clear

Report is complete and does not contain adverse information on any of the screenings.

consider

Report is complete and contains some sort of adverse information to evaluate (criminal records, traffic infractions, sex offender status, etc.) and/or a Motor Vehicle Report that has violated one or more insurance considerations.

dispute

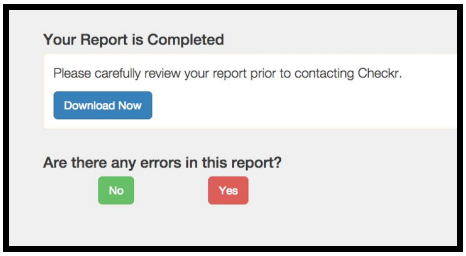
Report is complete, and the candidate has contacted Checkr to contest its accuracy. Adjudication is blocked while a report status is Dispute. The reinvestigation window for disputed reports is a maximum of 30 days. Your team is notified via email upon the conclusion of a reinvestigation.

suspended

Report cannot be completed because information is missing or cannot be verified. Checkr has contacted the candidate to submit additional documents. Typically reports are suspended if the necessary documents are not provided within 7 days. The report is reinitiated once the information is confirmed. See Exceptions for more information.

Applicant Portal

Candidates can quickly and easily check the status of their report on the Applicant Portal. Here, they can upload required documents, address inaccuracies, request a copy or view the status of their report.



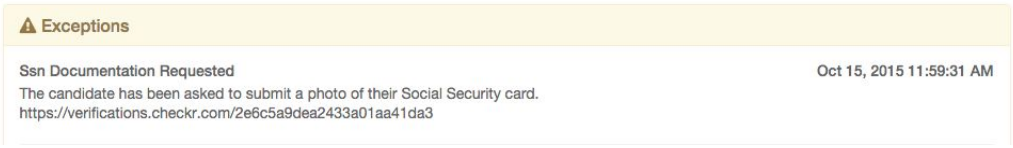
Report Exceptions

Exceptions occur when a candidate's name, date of birth, SSN and/or driver's license number cannot be verified using the information they originally submitted. When an exception occurs, Checkr automatically sends the candidate an email notification which includes an upload link they can use to provide the documents securely. If the candidate does not respond within seven days, the report is Suspended.

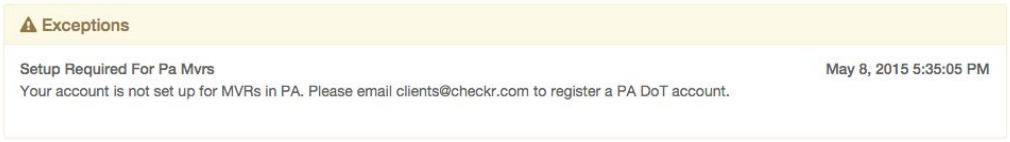
DOB/Name Mismatch - Name or DOB is incorrect

License Not Found - DL number does not match DMV records and MVR cannot be found

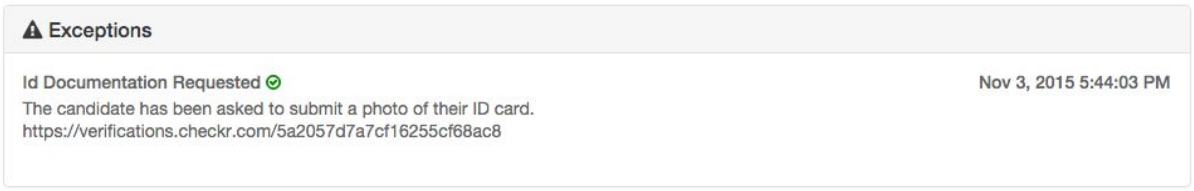
Invalid SSN - Submitted SSN is invalid and the system cannot detect and fix any typos.



Pennsylvania MVR - PA MVR is requested prior to setting up account with PennDOT



Exception Resolution - Checkr reviews uploaded documents within 24 hours. Refer candidates to the Applicant Portal to submit their information if they missed our automated emails. Once all exceptions are resolved, the report begins processing again. This is indicated by a green check and the exception alert being greyed out. If a document is rejected, the reason will be displayed.



Background Screening Compliance

Disclosure and Consent Forms

Each individual needs to be presented with proper disclosures and consent forms BEFORE the background check is initiated.

Checkr hosted forms provide and display all necessary federal and state documents in the screening process, and are changed when various regulatory agencies make updates to their requirements.

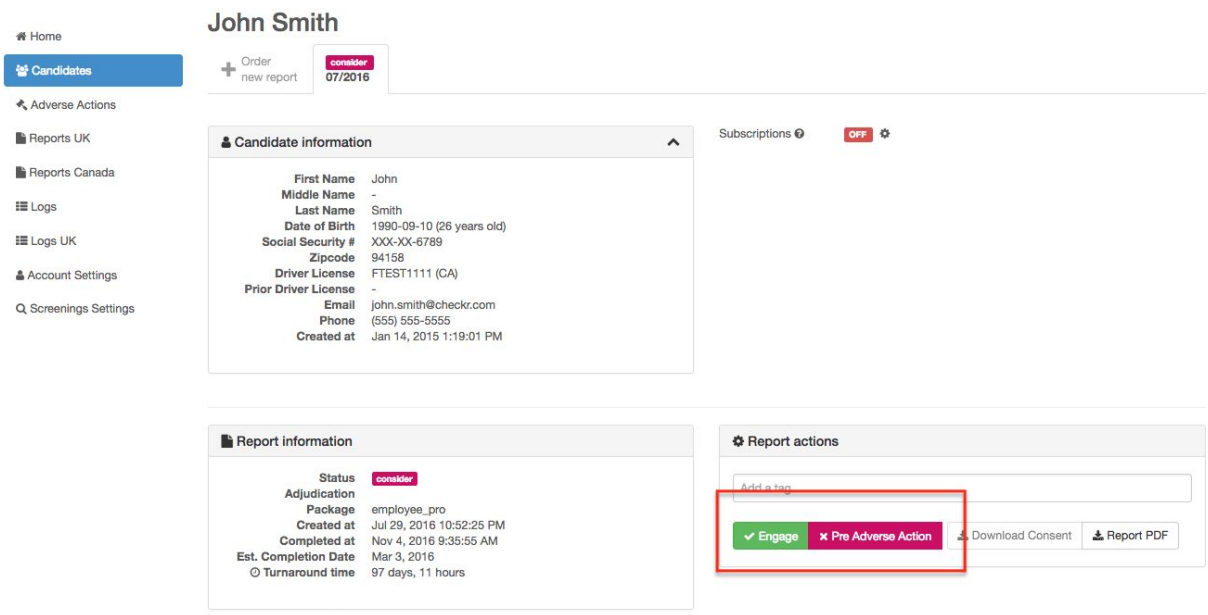
If your company is using the Checkr hosted authorization and disclosure, Checkr stores said documents for its clients.

Review and Adjudication

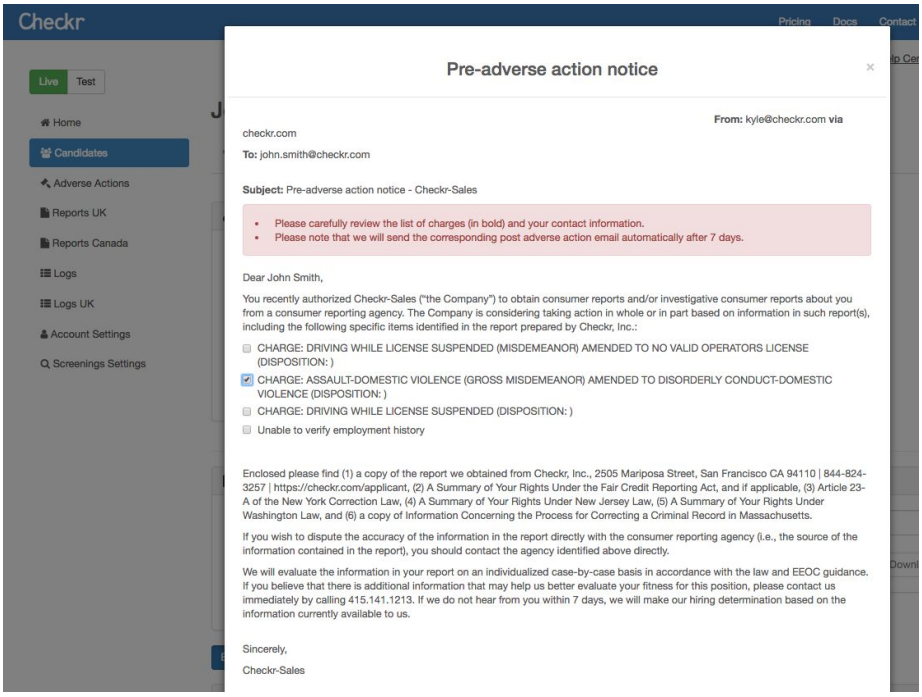
For those reports that contain potentially adverse information on the candidate, you need to make a decision whether to move forward or not. Before making the decision, it is important to consider the relevance of the information contained in the report.

> Specifically, three criterion can be applied; **1)** the nature of the crime (i.e. petty theft or assault and battery) **2)** when the crime occurred (i.e. 6 months ago vs. 6 years ago) and **3)** what the relevance of the crime is to the job duties this person will be performing. Applying consistent, job-related adjudication decisions limits the liability of an employer in the hiring decision.

Checkr makes the adjudication process simple by displaying buttons on each report on the dashboard. When completed reports are marked as 'consider,' you can either move forward with the candidate by clicking the green 'engage' button or initiate the adverse action process by clicking the red 'adverse action' button.



When you select ‘adverse action’, you will see a preview of the email that will be sent to the candidate. The letter, known as a ‘Pre-adverse action notice,’ also shows all potentially adverse information contained in the report in bullet point format.



When the letter is sent to the candidate, it is accompanied by the actual report Checkr performed, as well as the 'Summary of Rights Under The Fair Credit Reporting Act,' and any other required disclosures and attachments.

The candidate has 7 days to contest, or dispute, the report. If there is no dispute, the second adverse action letter goes out 7 days later, making the company's decision final.

If there is a dispute, Checkr opens a dispute on behalf of the candidate and has 30 days to conduct a reinvestigation. The results of that reinvestigation are then sent to both the client and the candidate.

Adverse Action Requirements

FCRA Fair Credit Reporting Act falls under the Federal Trade Commission (FTC). It is a federal regulation which governs how employers and background companies conduct background checks for the purposes of employment. For the consumer (subject of the background report), the FCRA provides safeguards and rights that the company providing the background check (defined as a Consumer Reporting Agency), as well as the end user (employer/organization), must adhere to.

EEOC Equal Employment Opportunity Commission prohibits employers from making certain automatic decisions that would adversely affect the hiring decision based on criminal records and/or credit reports. New Guidance was put forth by the EEOC in April, 2012 with respect to an 'individualized assessment' when considering criminal records in the hiring process. When potentially adverse information appears on a report, Checkr marks the report as 'consider,' which draws the attention to the section(s) of the report that contain the adverse information. This allows for individualized assessment of each report containing potentially adverse information.

Pennsylvania Motor Vehicle Report Account Setup Affidavit

The state of Pennsylvania restricts access to motor vehicle reports (MVRs) for drivers in their state. In order to obtain access to MVRs for PA drivers, you must fill out, sign and have this affidavit notarized.

Please make sure that the signature and notary date match, as Checkr has seen several applications rejected due to inconsistent dates.

Once the affidavit is filled out, signed and notarized, please scan it and send the completed document to clients@checkr.com.

Note: Only fill out and submit the affidavit if your company will be requesting MVRs.

Upon receipt, Checkr will FedEx the affidavit to the appropriate parties in Pennsylvania. The processing time at the PennDOT is typically 1-2 weeks.

You will be notified once access has been granted or if any additional information is required. If access is granted, then PA MVRs can be requested and reviewed in the same exact way as all the other 49 states.

Checkr Support

If you're interested in signing up with Checkr or have any questions about the integration/service, please reach out to sales@checkr.com and mention that you're a Payroll4Free customer.

Already a Checkr customer? If you have questions about the Checkr platform, setting up custom packages, background check reports, or compliance, reach out to Checkr's customer success team at Clients@checkr.com.

Checkr provides support for inquiries related to Checkr Services between 8:00 am to 6:00 pm Pacific time, Monday through Friday, except on United States bank holidays.

Phone number: 855-833-3364

Additionally, Checkr will provide any necessary ongoing trainings, check-ins, and a quarterly business review.

All FAQs can be found at the Checkr Help Center, which is updated on an ongoing basis.