



## Getting Started with Checkr

## 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](mailto:clients@checkr.com) for additional assistance.

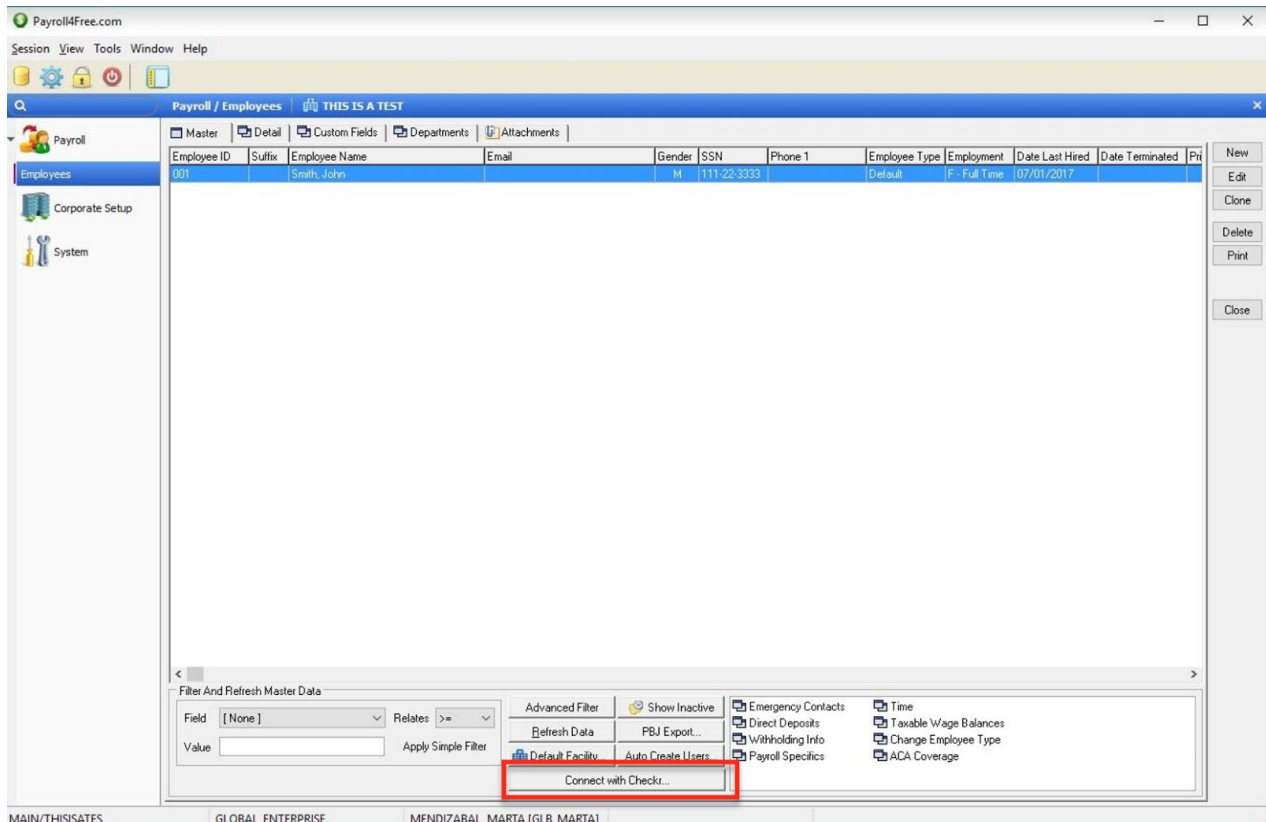
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## Payroll4Free Integration: How to set up Checkr and order background checks

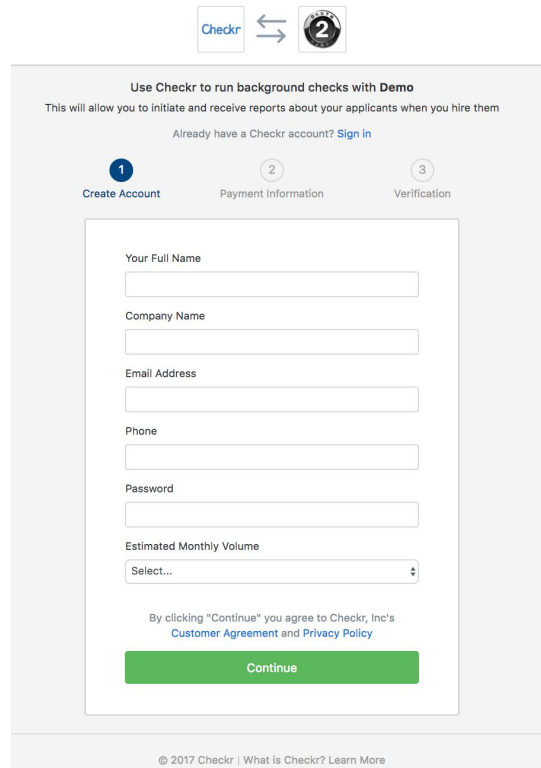
To get started running background checks within Payroll4Free, log in to your Payroll4Free, go to the Employee section, and click on “Connect with Checkr” at the bottom.



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



The screenshot shows the Checkr account creation interface. At the top, there are logos for Checkr and a circular icon with the number 2, connected by a double-headed arrow. Below this, the text reads: "Use Checkr to run background checks with Demo. This will allow you to initiate and receive reports about your applicants when you hire them. Already have a Checkr account? [Sign In](#)".


The main content area is divided into three steps: 1. Create Account (highlighted with a blue circle), 2. Payment Information, and 3. Verification. The "Create Account" step contains the following fields:

- Your Full Name:
- Company Name:
- Email Address:
- Phone:
- Password:
- Estimated Monthly Volume:

Below the fields, there is a disclaimer: "By clicking 'Continue' you agree to Checkr, Inc's [Customer Agreement](#) and [Privacy Policy](#)". A green "Continue" button is positioned at the bottom of the form.

At the very bottom of the page, the footer text reads: "© 2017 Checkr | What is Checkr? [Learn More](#)".

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.



1 Create Account    2 **Payment Information**    3 Verification

Good news! **Demo** has already negotiated great pricing for your background checks

<b>\$0</b> nothing
<b>\$0</b> <b>National Criminal Monitoring</b> National Criminal Search
<b>\$0</b> <b>International Criminal Search Only</b> International Criminal Search
<b>\$0</b> <b>Test Credit Report</b> Credit Report
<b>\$4</b> <b>mvr</b> Motor Vehicle Report

Note: You'll be able to change your payment method after we've setup your account

Card Number


Security Code

Expiration  
MM/YY

Zip Code

**Continue**

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.



1 Create Account    2 Payment Information    3 **Verification**

**You're almost done!**  
We just need to verify that you're a real business; it's required by the law.

**Information**

Legal Business Name <input type="text"/>	Number of Employees Choose... ↓
Industry Choose... ↓	State of Incorporation Choose... ↓
Doing Business As (D/B/A) <input type="text"/>	Company Website <input type="text"/>
Tax ID / EIN <input type="text"/>	Tax Classification Choose... ↓
Purpose Choose... ↓	

**Address**

Street <input type="text"/>	Zip Code <input type="text"/>
City <input type="text"/>	State Choose... ↓
Phone Number <input type="text"/>	

**Continue**

## Congratulations!

You have just successfully authorized  
Payroll4Free.com to work with Checkr!



Please, return to the Payroll4Free.com browser application where you will soon be able to request background check reports for your employees or prospects, once you get a notification from Checkr that your account has been verified.

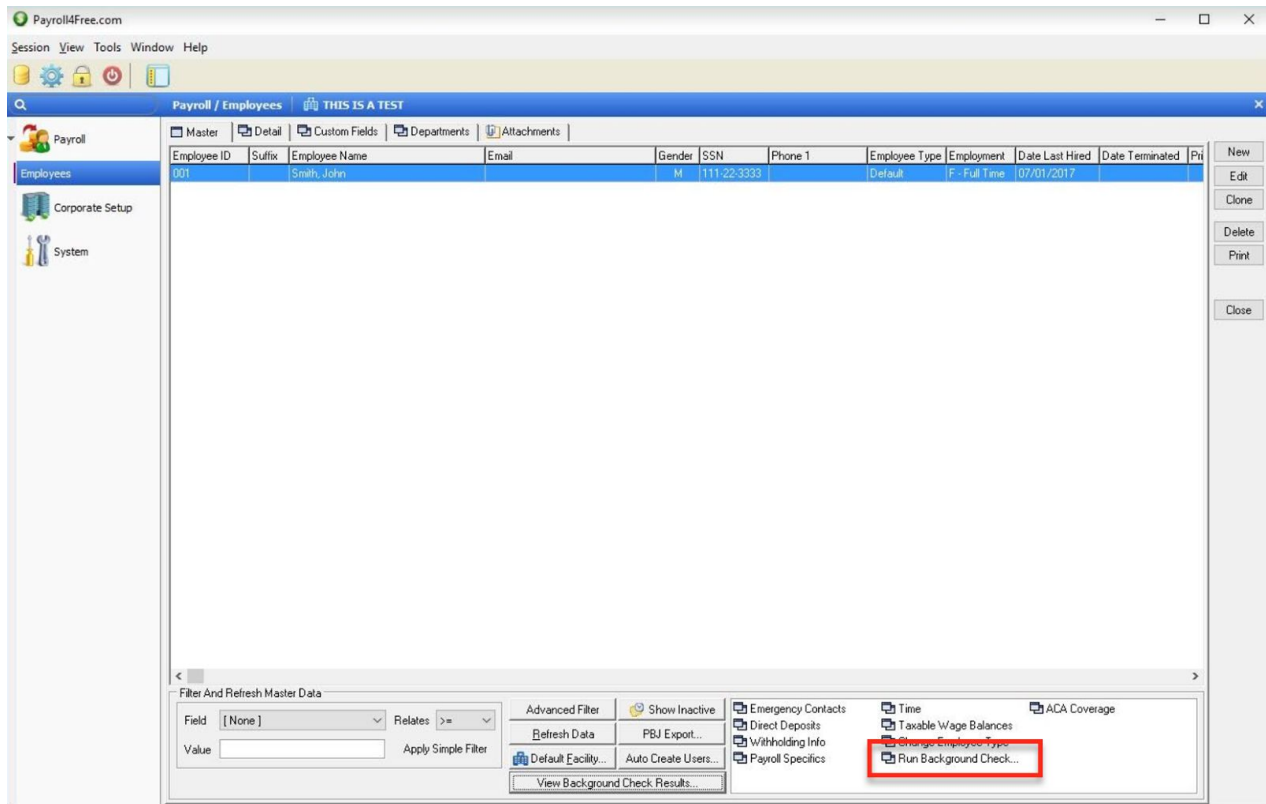
**PAYROLL4FREE.COM**

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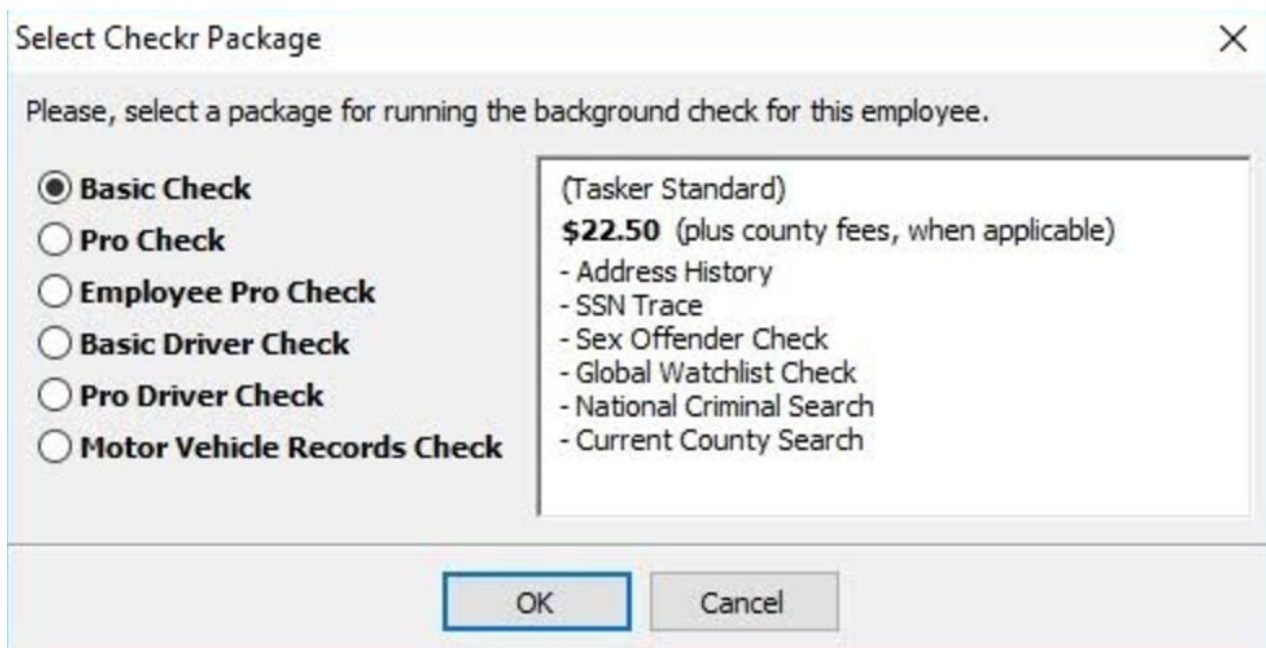
After you complete the above 3-part process, the Checkr team will begin the credentialing process, which typically takes 1-2 business days. Once completed, Checkr API will notify Payroll4Free (and you) that you are ready to begin ordering background checks on the Payroll4Free platform.

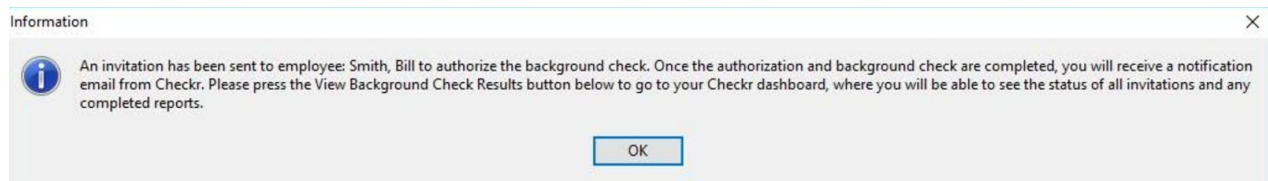
### **Ordering Background Checks**

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

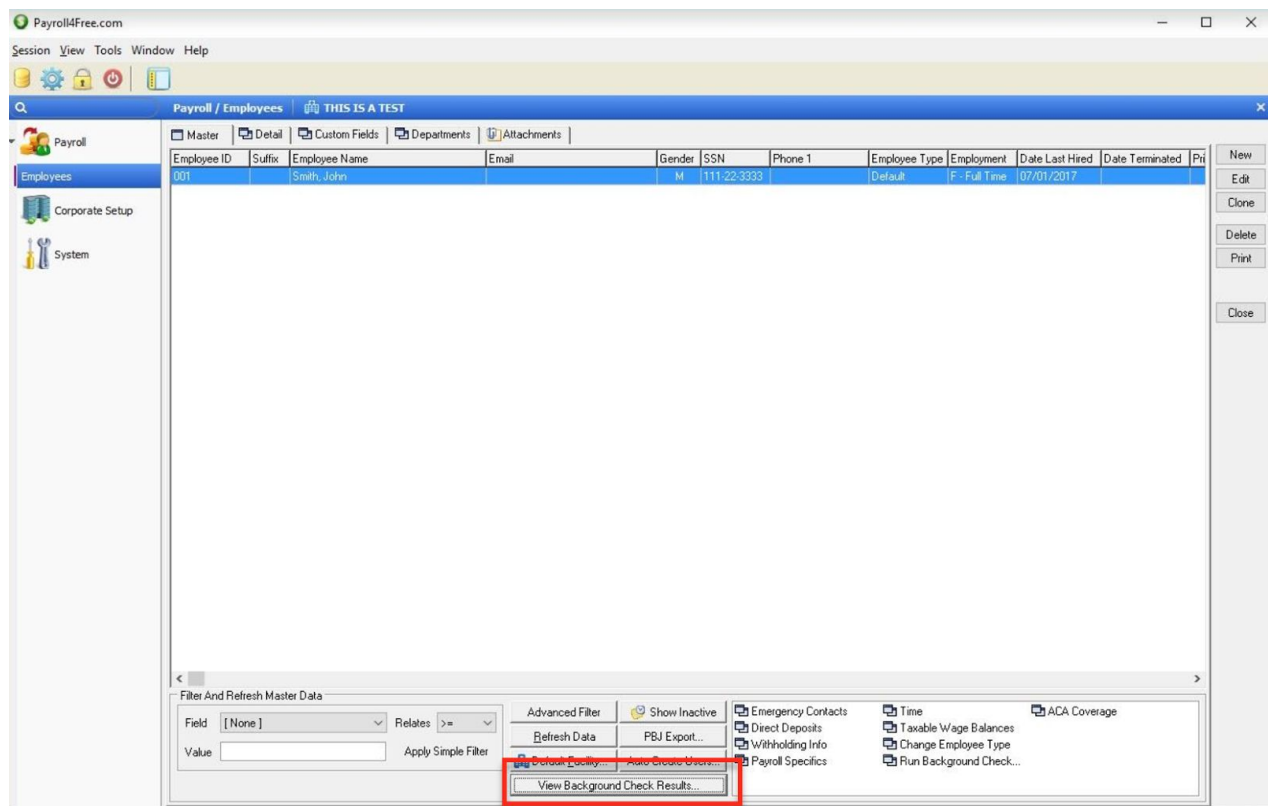


You will then be prompted to choose the background check package, then submit the order.





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](#)

The screenshot displays the Checkr dashboard interface. At the top, there is a navigation bar with the Checkr logo on the left and links for Pricing, Docs, Contact, Dashboard, and sohee@checkr.com on the right. Below the navigation bar, there is a sidebar on the left with a 'Live' and 'Test' toggle, and a menu with options: Home, Candidates, Adverse Actions, Reports UK, Reports Canada, Logs, Logs UK, Account Settings, and Screenings Settings. The main content area is divided into four panels, each representing a different background check package:

- Full criminal package:** Includes County Criminal Search, Motor Vehicle Report, National Criminal Search, Sex Offender Search, SSN Trace, and Global Watchlist Search.
- Full criminal and verification:** Includes County Criminal Search, Education Verification, Employment Verification, National Criminal Search, Sex Offender Search, SSN Trace, Global Watchlist Search, Personal Reference Verification, and Professional Reference Verification.
- Basic criminal package:** Includes National Criminal Search, Sex Offender Search, SSN Trace, and Global Watchlist Search.
- Basic criminal:** Includes National Criminal Search, Sex Offender Search, SSN Trace, and Global Watchlist Search.

## 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.

The screenshot shows the 'Users' management interface. At the top, there's a navigation bar with 'Settings', 'Users', 'Invoices', 'Payment', 'Developer Settings', and 'Integrations'. Below this, there's a section titled 'Invite a user to your account' with an 'Email' input field and a '+ Invite' button. The main part of the page is a table listing users with their email addresses, roles, and action buttons for editing and deleting.

Invitation Status	Email	Role	Actions
Invitation accepted	kyle.mack531@gmail.com	user	edit geos, delete
Invitation accepted	daniel+sales@checkr.com	admin	edit geos, delete
Invitation accepted	pascal@checkr.io	admin	edit geos, delete
Invitation accepted	todd+sales@checkr.com	admin	edit geos, delete
Invitation accepted	jonathan@checkr.com	user	edit geos, delete
Invitation accepted	ian+1@checkr.com	admin	edit geos, delete
Invitation accepted	nick+1@checkr.com	admin	edit geos, delete
Invitation accepted	griffin+sales@checkr.com	admin	edit geos, delete
Invitation accepted	evan@checkr.com	admin	edit geos, delete

## 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](mailto:billing@checkr.com).

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

Credit Card Number

#### CVC

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.

The screenshot shows the 'Account Settings' page in the Checkr dashboard. The page is divided into two main sections: 'Account Settings' and 'Your Email Preferences'.

**Account Settings:** This section contains several input fields for user information:

- Company name:** Checkr-Sales
- Support email:** kyle@checkr.io
- URI name:** checkr-sales
- Support phone:** 415.141.1213
- Billing email:** sales@checkr.com
- Adverse action email:** kyle@checkr.com
- Technical Contact email:** Technical Contact email

**Your Email Preferences:** This section allows users to toggle notification preferences for different regions:

- United States:**
  - Notify on report created
  - Notify on report clear
  - Notify on report consider
  - Notify on report suspended
  - Notify on report disputed
- Canada:**
  - Notify on report created
  - Notify on report clear
  - Notify on report consider
- United Kingdom:**
  - Notify on report clear
  - Notify on report consider

Green 'Update' buttons are located at the bottom right of each section.

## 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

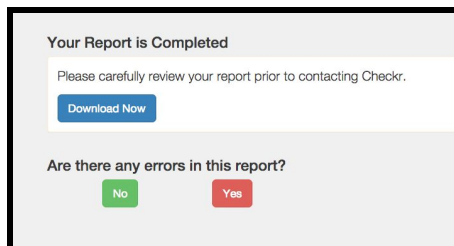
Report is complete, and the candidate has contacted Checkr to contest its accuracy. Adjudication is blocked while a report status is Dispute. The reinvestigation window for disputed reports is a maximum of 30 days. Your team is notified via email upon the conclusion of a reinvestigation.

### 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.



The screenshot shows a user interface for a completed report. At the top, it says "Your Report is Completed". Below this, there is a message: "Please carefully review your report prior to contacting Checkr." and a blue button labeled "Download Now". Underneath, there is a question: "Are there any errors in this report?" with two radio button options: "No" (highlighted in green) and "Yes" (highlighted in red).

## 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

**SSN Verification** pending

**⚠ Date of birth mismatch**

The date of birth provided does not match the information returned by the SSN verification. We asked the candidate to upload a copy of their ID.

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

**⚠ Exceptions**

**DL Documentation Requested** Nov 24, 2015 6:15:41 AM

The candidate has been asked to submit a photo of their driver license.  
<https://verifications.checkr.com/2f727999cf8b7e719a32c5ae>

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

**⚠ Exceptions**

**Ssn Documentation Requested** Oct 15, 2015 11:59:31 AM

The candidate has been asked to submit a photo of their Social Security card.  
<https://verifications.checkr.com/2e6c5a9dea2433a01aa41da3>

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


**⚠ Exceptions**

**Setup Required For Pa Mvrs** May 8, 2015 5:35:05 PM

Your account is not set up for MVRs in PA. Please email [clients@checkr.com](mailto:clients@checkr.com) to register a PA DoT account.

**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.

**▲ Exceptions**

Id Documentation Requested  Nov 3, 2015 5:44:03 PM

The candidate has been asked to submit a photo of their ID card.  
<https://verifications.checkr.com/5a2057d7a7cf16255cf68ac8>

## **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.

**John Smith**

Order new report **consider** 07/2016

Subscriptions **OFF**

**Candidate information**

First Name	John
Middle Name	-
Last Name	Smith
Date of Birth	1990-09-10 (26 years old)
Social Security #	XXX-XX-6789
Zipcode	94158
Driver License	FTEST1111 (CA)
Prior Driver License	-
Email	john.smith@checkr.com
Phone	(555) 555-5555
Created at	Jan 14, 2015 1:19:01 PM

**Report information**

Status	<b>consider</b>
Adjudication	
Package	employee_pro
Created at	Jul 29, 2016 10:52:25 PM
Completed at	Nov 4, 2016 9:35:55 AM
Est. Completion Date	Mar 3, 2016
Turnaround time	97 days, 11 hours

**Report actions**

Add a tag

Engage  Pro Adverse Action

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.

**Pre-adverse action notice**

checkr.com From: kyle@checkr.com via

To: john.smith@checkr.com

Subject: Pre-adverse action notice - Checkr-Sales

- Please carefully review the list of charges (in bold) and your contact information.
- Please note that we will send the corresponding post adverse action email automatically after 7 days.

Dear John Smith,

You recently authorized Checkr-Sales ("the Company") to obtain consumer reports and/or investigative consumer reports about you from a consumer reporting agency. The Company is considering taking action in whole or in part based on information in such report(s), including the following specific items identified in the report prepared by Checkr, Inc.:

- CHARGE: DRIVING WHILE LICENSE SUSPENDED (MISDEMEANOR) AMENDED TO NO VALID OPERATORS LICENSE (DISPOSITION:)
- CHARGE: ASSAULT-DOMESTIC VIOLENCE (GROSS MISDEMEANOR) AMENDED TO DISORDERLY CONDUCT-DOMESTIC VIOLENCE (DISPOSITION:)
- CHARGE: DRIVING WHILE LICENSE SUSPENDED (DISPOSITION:)
- Unable to verify employment history

Enclosed please find (1) a copy of the report we obtained from Checkr, Inc., 2505 Mariposa Street, San Francisco CA 94110 | 844-824-3257 | https://checkr.com/applicant, (2) A Summary of Your Rights Under the Fair Credit Reporting Act, and if applicable, (3) Article 23-A of the New York Correction Law, (4) A Summary of Your Rights Under New Jersey Law, (5) A Summary of Your Rights Under Washington Law, and (6) a copy of Information Concerning the Process for Correcting a Criminal Record in Massachusetts.

If you wish to dispute the accuracy of the information in the report directly with the consumer reporting agency (i.e., the source of the information contained in the report), you should contact the agency identified above directly.

We will evaluate the information in your report on an individualized case-by-case basis in accordance with the law and EEOC guidance. If you believe that there is additional information that may help us better evaluate your fitness for this position, please contact us immediately by calling 415.141.1213. If we do not hear from you within 7 days, we will make our hiring determination based on the information currently available to us.

Sincerely,  
Checkr-Sales



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](mailto: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](mailto: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](mailto: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.