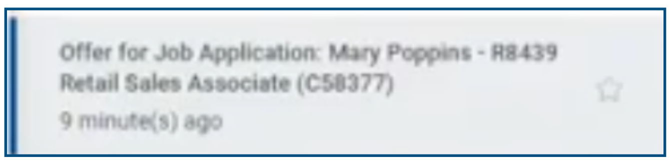
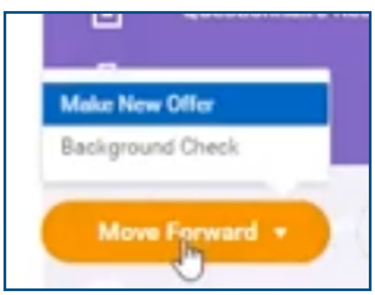
Background Checks

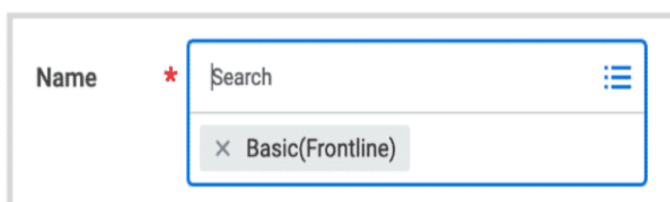
IMPORTANT! All candidates need to pass a background check to be hired. Once the candidate has signed the offer letter, managers will be able to trigger the background check process outlined below.

1. Click on the task ***"Offer for Job Application"* labeled with the candidate's name** from the "My Tasks" inbox. The task should appear in the manager's inbox once the candidate signs their offer letter.



2. Select the orange **Move Forward** button and then click **Background Check** (The type of background check will automatically default to the correct package).





3. Click **Submit** to complete the task.

Note: The candidate will be emailed instructions to complete their background check via Eagle Screen.

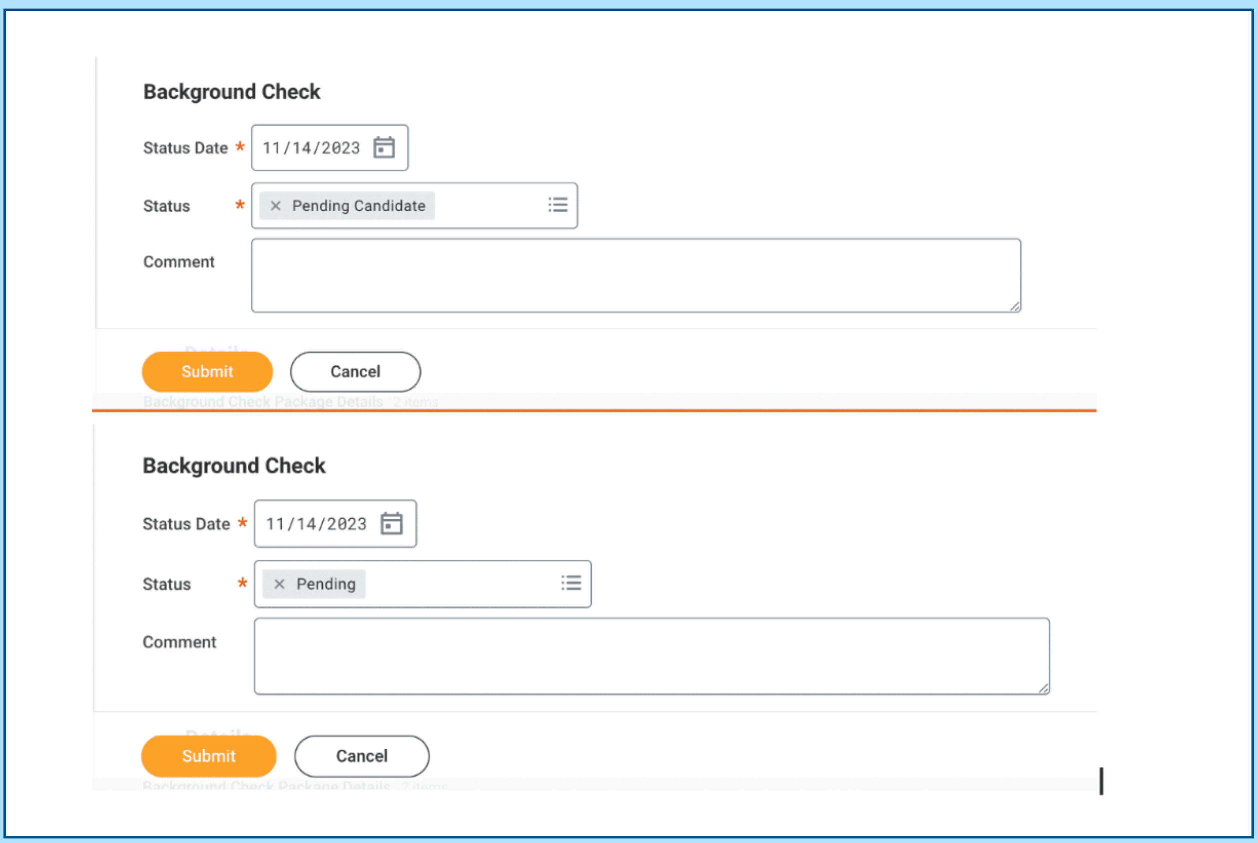
IMPORTANT! If the candidate does not receive email instructions to complete their background check, managers should submit a Jira ticket on behalf of the candidate for assistance. Refer to pgs. 6-7 for more information.

4. Managers will monitor the status of the candidate's background check in the **"Background Check: Job Application Candidates Name Background Status"** task by refreshing their "My Tasks" inbox.

Note:

Pending Candidate: The candidate has received instructions to complete their EagleScreen background check.

Pending: The candidate has submitted their background check and Eagle Screen is processing the results.



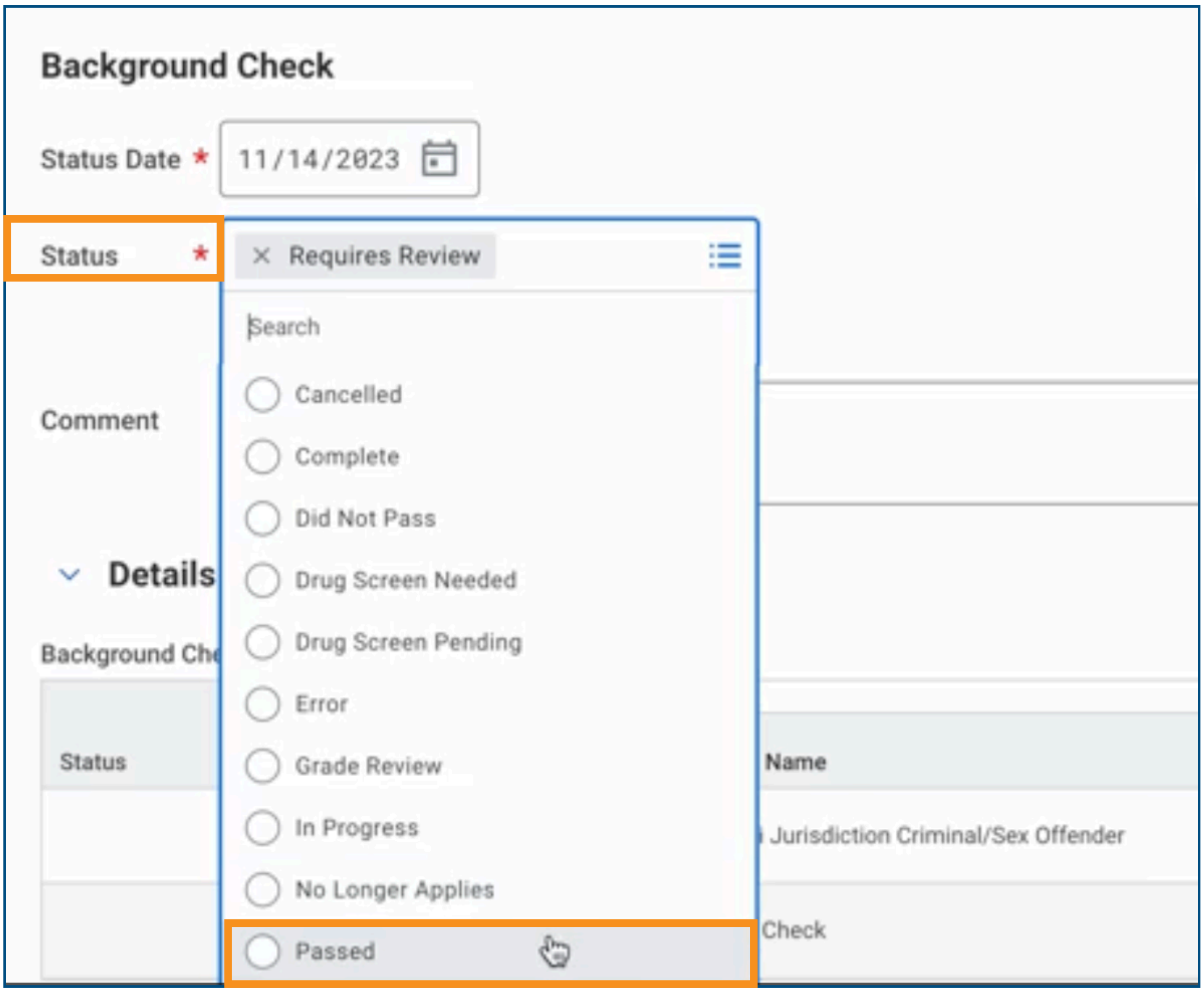
5A. If the status of the candidate's background check shows **Passed**, managers can click the orange **Submit** button to complete the background check process.

5B. If the status of the candidate's background check shows **Requires Review**, the Talent Management Services (TMS) Team will review the candidate's background check to determine if it's favorable or unfavorable.

IMPORTANT! Managers should not do anything in the Workday task until directed by the TMS Team! If the manager would like to submit a status update ticket request to the TMS team refer to pgs. 8-9 for more information.

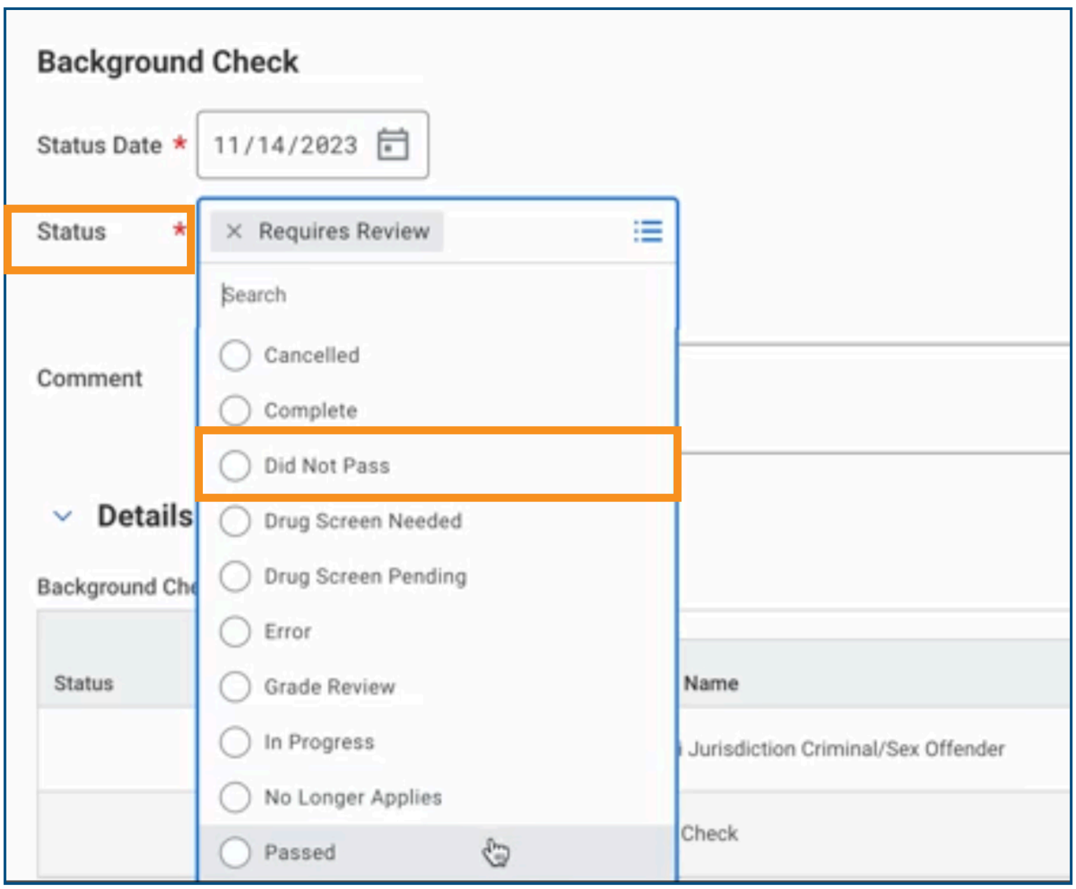
5C. If the TMS Team determines the candidate's background check is **Favorable**, managers should complete the background check task using the following procedure:

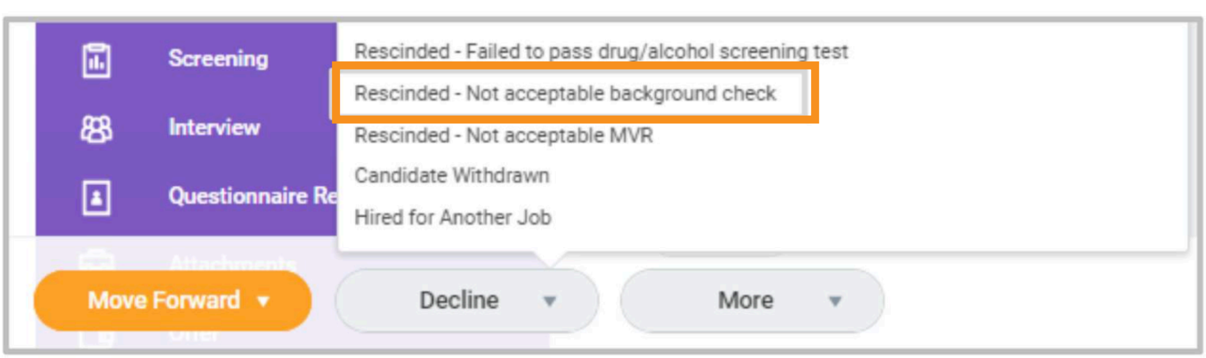
1. Click the Status box
2. Select "Passed"
3. Click Submit



5D. If the TMS Team determines the candidate's background check is **Unfavorable,** managers should complete the background check task using the following procedure:

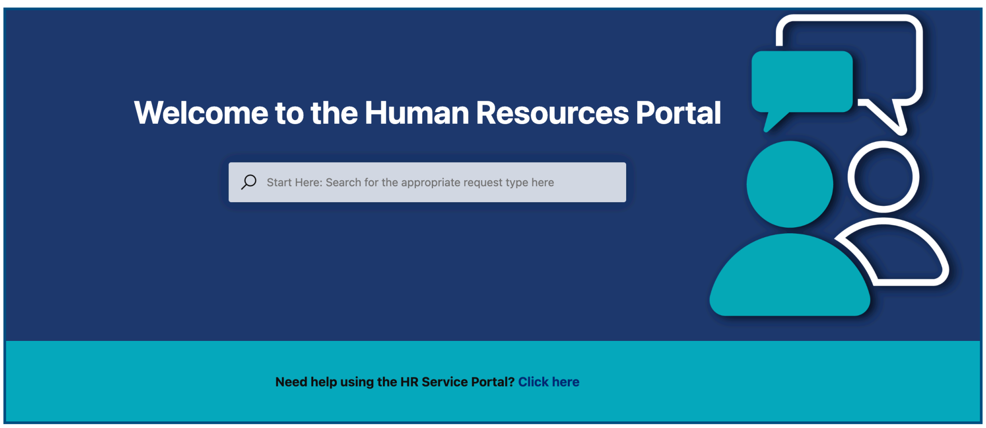
1. Click on the status box
2. Select "Did Not Pass" from the drop down menu
3. Click "Submit"
4. Refresh the Workday "My Tasks" inbox
5. Select the background check task
6. Click on the "Decline" button
7. Select the "Rescinded-Not acceptable background check" option



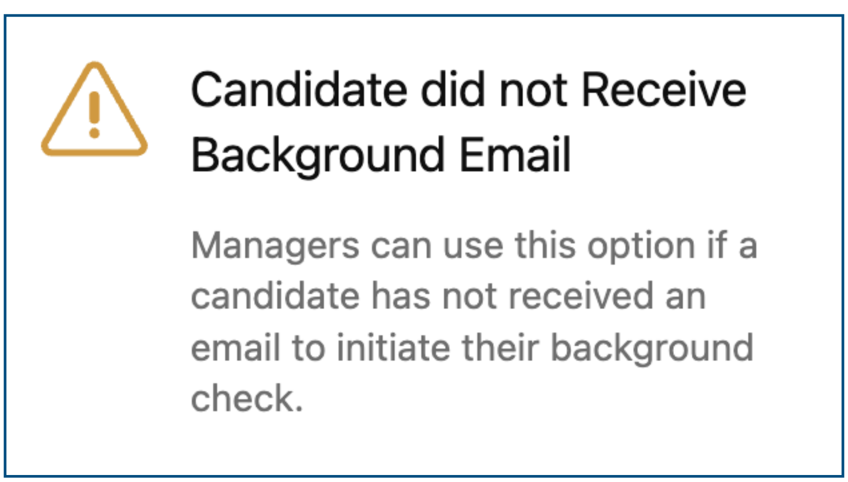


How to Submit a Ticket on Behalf of a Candidate Who Did Not Receive Email Instructions to Complete Their Background Check

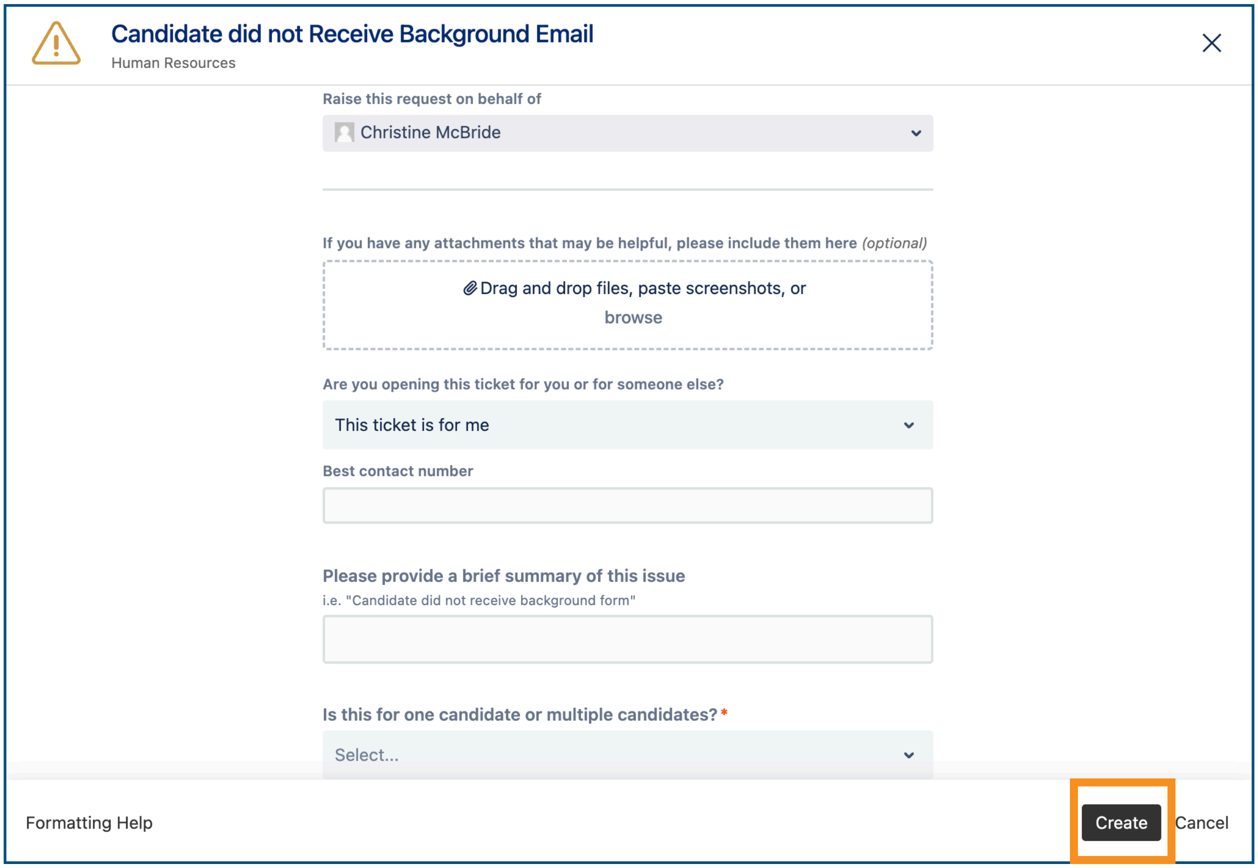
1. Navigate to the HR Support portal in Jira via the link https://support.gwaz.org/plugins/servlet/desk/portal/11



2. Scroll down on the "Welcome to the Human Resources Portal Page" and **click on the "Candidate Did Not Receive Background Email"** request tile



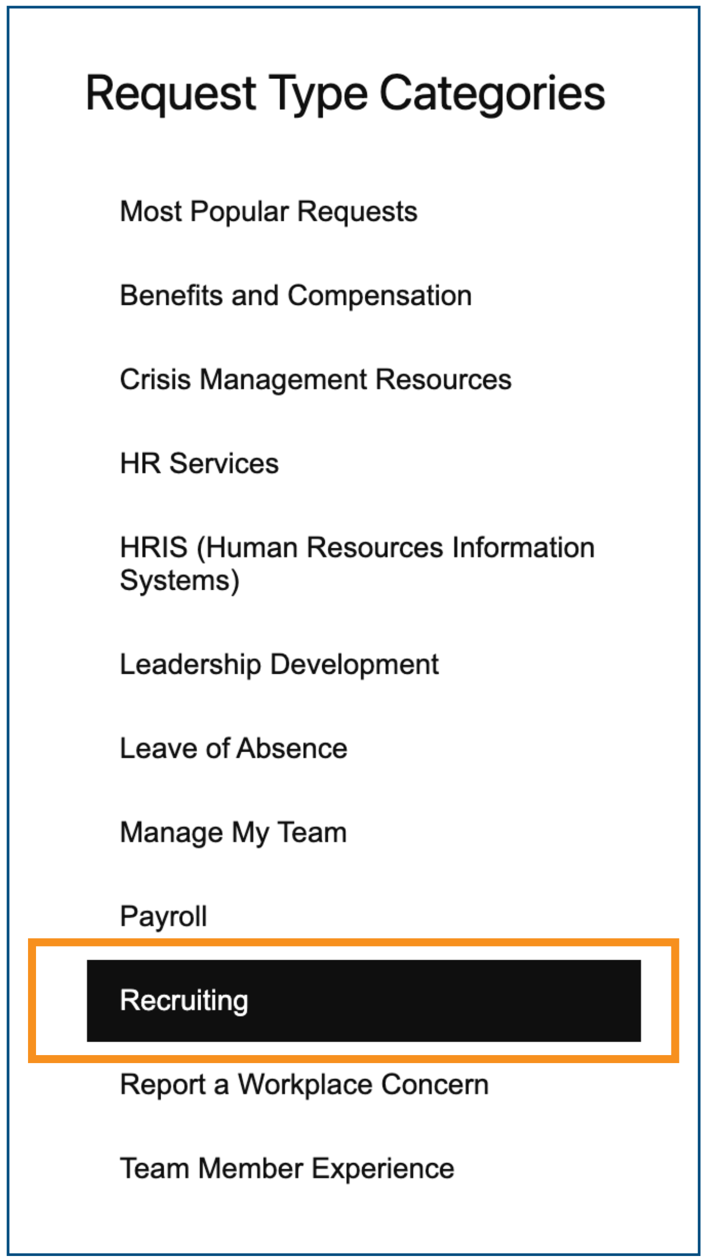
3. Fill out the appropriate information in the ticket and click **Create**



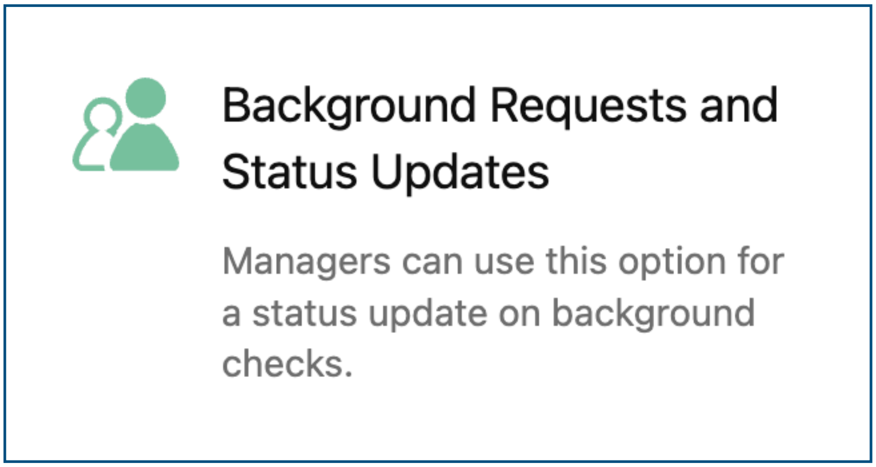
How to Submit a Ticket for a Status Update on Candidate Background Checks that "Require Review"

1. Navigate to the HR Support portal in Jira via the link https://support.gwaz.org/plugins/servlet/desk/portal/11

2. Scroll down on the "Welcome to the Human Resources Portal Page" and **click on the "Recruiting" tab** from the sidebar on the left



3. Click on the **Background Requests and Status Updates** tile



4. Fill out the appropriate information in the ticket and click **Create**