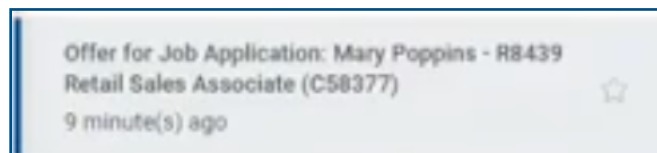


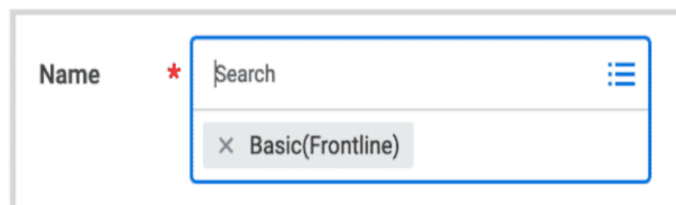
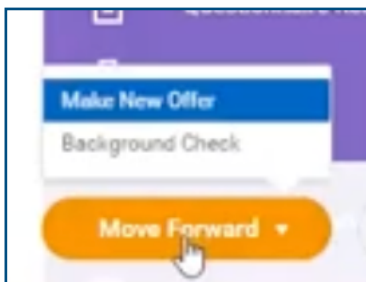
Background Checks

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.

The image shows two identical forms for a 'Background Check'. Each form contains the following fields:

- Status Date ***: A date input field with the value '11/14/2023' and a calendar icon.
- Status ***: A dropdown menu with the selected option 'Pending Candidate' (top form) or 'Pending' (bottom form).
- Comment**: A large text input area.
- Submit**: An orange button.
- Cancel**: A white button with a grey border.

Below the form fields, there is a link that reads 'Background Check Package Details' with a right-pointing arrow.

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.

The screenshot shows a 'Background Check' form with the following fields: 'Status Date' with a date picker set to 11/14/2023, 'Status' with a dropdown menu showing 'Passed', and a 'Comment' text area. At the bottom, there are two buttons: 'Submit' (highlighted with an orange border) and 'Cancel'. The form is titled 'Background Check' and includes a 'Name' field at the bottom.

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.

The screenshot shows a 'Background Check' form with the following fields: 'Status Date' with a date picker set to 11/14/2023, 'Status' with a dropdown menu showing 'Requires Review', and a 'Comment' text area. The form is titled 'Background Check' and includes a 'Name' field at the bottom.

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.

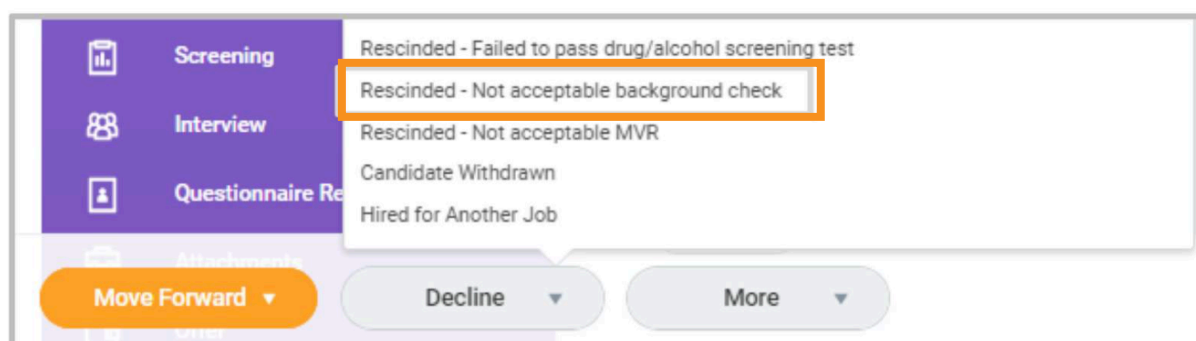
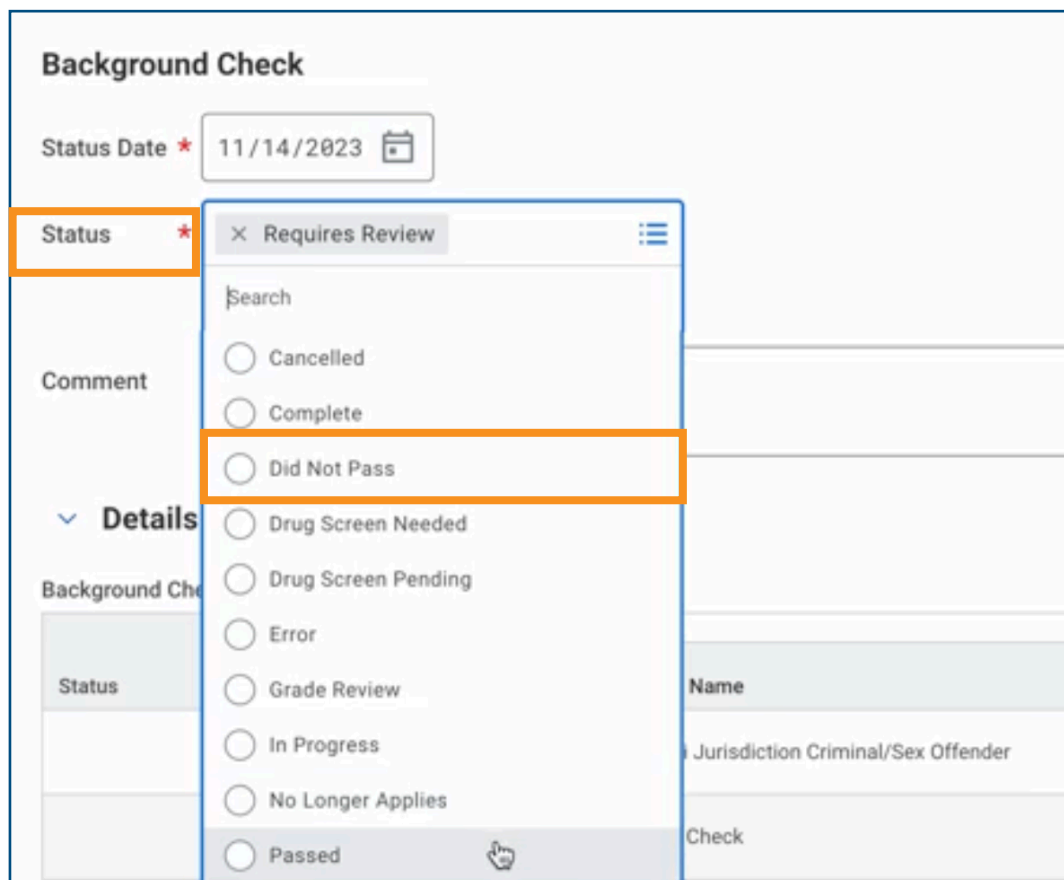
5C. If the TMS Team determines the candidate's background check is **Favorable**, managers should complete the background check task using the following procedure:

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

The screenshot shows a web form titled "Background Check". At the top, there is a "Status Date" field with a red asterisk and a calendar icon, containing the date "11/14/2023". Below this is a "Status" dropdown menu, also with a red asterisk, which is currently open. The dropdown menu has a search bar and a list of status options, each with a radio button. The "Passed" option at the bottom is highlighted with an orange border and has a mouse cursor over it. Other status options include "Cancelled", "Complete", "Did Not Pass", "Drug Screen Needed", "Drug Screen Pending", "Error", "Grade Review", "In Progress", and "No Longer Applies". To the left of the dropdown, there is a "Comment" field and a "Details" section with a downward arrow. Below the dropdown, there is a "Background Check" section with a "Status" field. To the right of the dropdown, there is a "Name" field and a "Jurisdiction Criminal/Sex Offender" field. At the bottom right, there is a "Check" button.

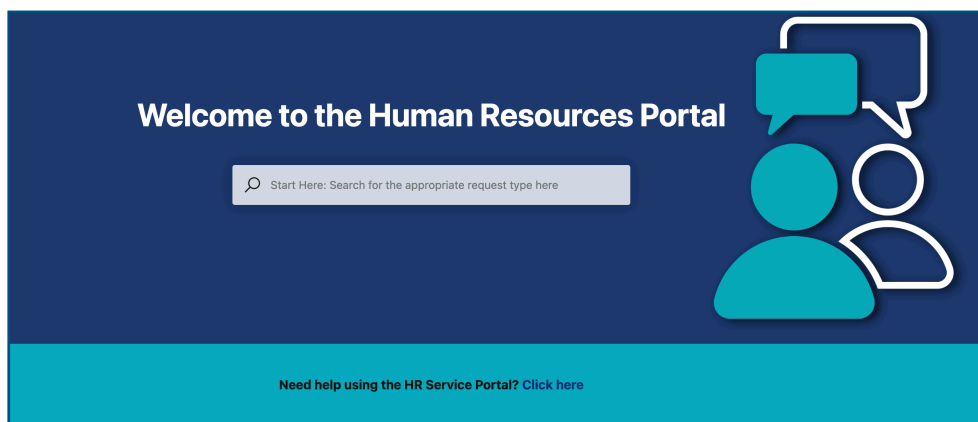
5D. If the TMS Team determines the candidate's background check is **Unfavorable**, managers should complete the background check task using the following procedure:

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

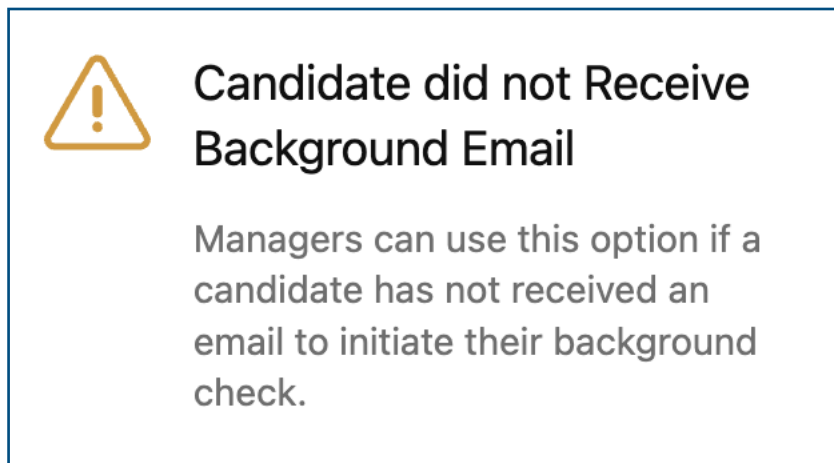


How to Submit a Ticket on Behalf of a Candidate Who Did Not Receive Email Instructions to Complete Their Background Check


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**


 **Candidate did not Receive Background Email** ✕

Human Resources

Raise this request on behalf of

 Christine McBride ▼

If you have any attachments that may be helpful, please include them here *(optional)*

 Drag and drop files, paste screenshots, or
browse

Are you opening this ticket for you or for someone else?

This ticket is for me ▼

Best contact number

Please provide a brief summary of this issue
i.e. "Candidate did not receive background form"

Is this for one candidate or multiple candidates? *

Select... ▼

Formatting Help **Create** Cancel

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

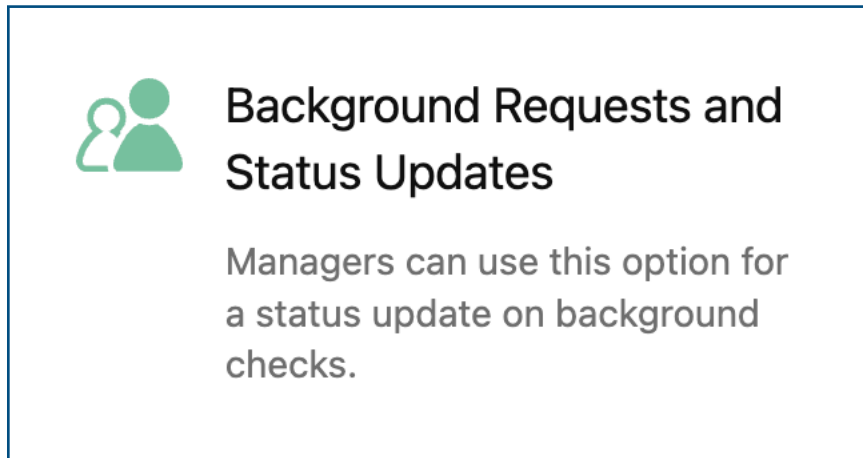
1. Navigate to the HR Support portal in Jira via the link <https://support.gwaz.org/plugins/servlet/desk/portal/11>

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

Request Type Categories

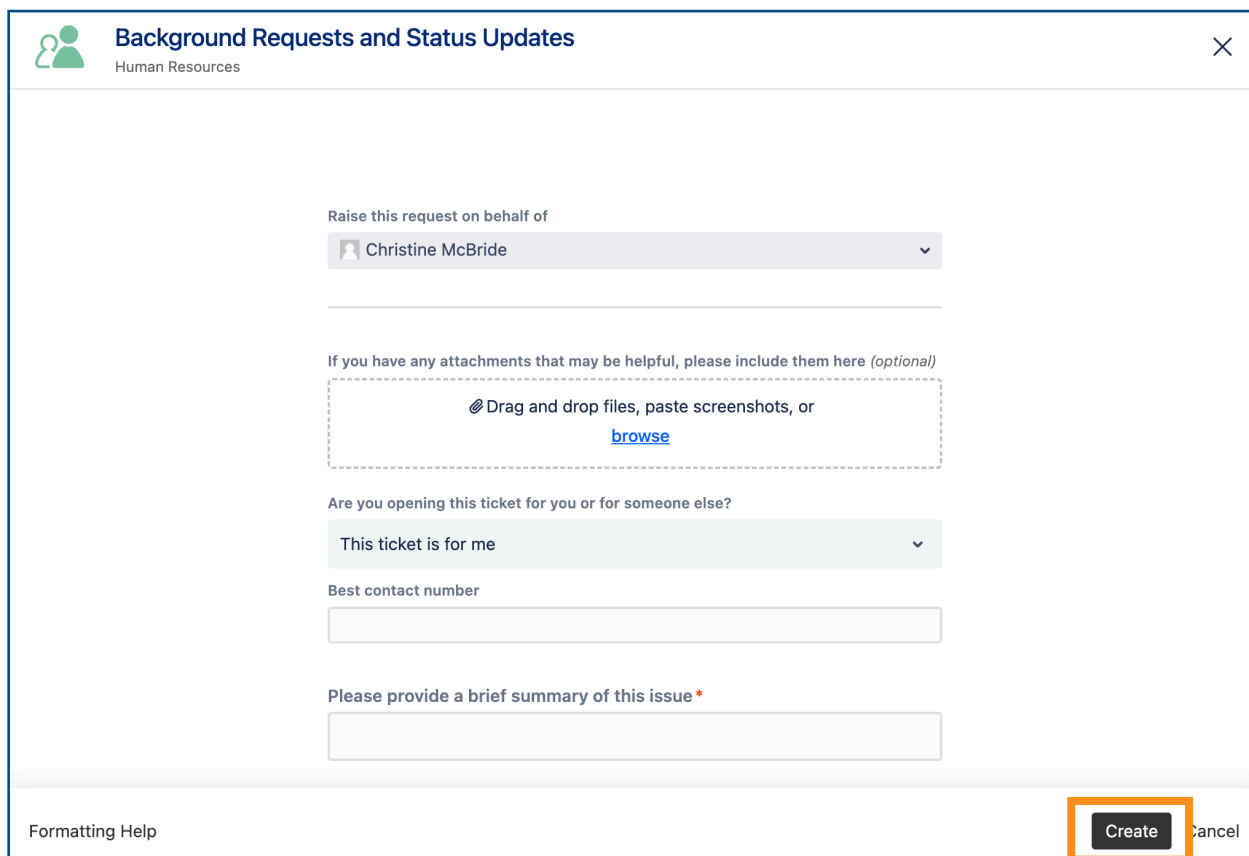
- Most Popular Requests
- Benefits and Compensation
- Crisis Management Resources
- HR Services
- HRIS (Human Resources Information Systems)
- Leadership Development
- Leave of Absence
- Manage My Team
- Payroll
- Recruiting**
- Report a Workplace Concern
- Team Member Experience

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



The tile features a green icon of two people on the left. To its right, the title "Background Requests and Status Updates" is displayed in a large, bold, black font. Below the title, a smaller grey font explains: "Managers can use this option for a status update on background checks."

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



The form is titled "Background Requests and Status Updates" with "Human Resources" as a subtitle. It includes a close button (X) in the top right corner. The form fields are as follows:

- "Raise this request on behalf of" dropdown menu with "Christine McBride" selected.
- A dashed box for attachments with the text: "If you have any attachments that may be helpful, please include them here (optional)" and "Drag and drop files, paste screenshots, or [browse](#)".
- "Are you opening this ticket for you or for someone else?" dropdown menu with "This ticket is for me" selected.
- "Best contact number" text input field.
- "Please provide a brief summary of this issue*" text input field.

At the bottom right, there is a "Create" button (highlighted with an orange box) and a "Cancel" button. A "Formatting Help" link is located at the bottom left.