

The Verified Credentials Employment Screening User Guide

A guide to the *new* Employment Screening platform.

Version 5.8.26

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Welcome to your Verified Credentials account!

Here, you have 24/7 access to your background checks and a collection of information at your fingertips.

Our web-based background screening management platform provides one secure, convenient location to access all aspects of the screening process, from ordering background checks with just a click to tracking the status of each background order. Plus, you receive complete transparency through each step of the screening fulfillment process with detailed order events.

In this guide, we'll cover the login, navigation, and convenient features of the platform.





Logging in

Log in to your account

To get started, your Account Administrator will add you as a user to the platform. Once your account is active, you'll receive an account setup confirmation email containing a link to your dedicated login page.

Individual credential emails are sent to each active user in the account, also linking to the login page.



The login process can be completed on PC, mobile, or tablet devices.



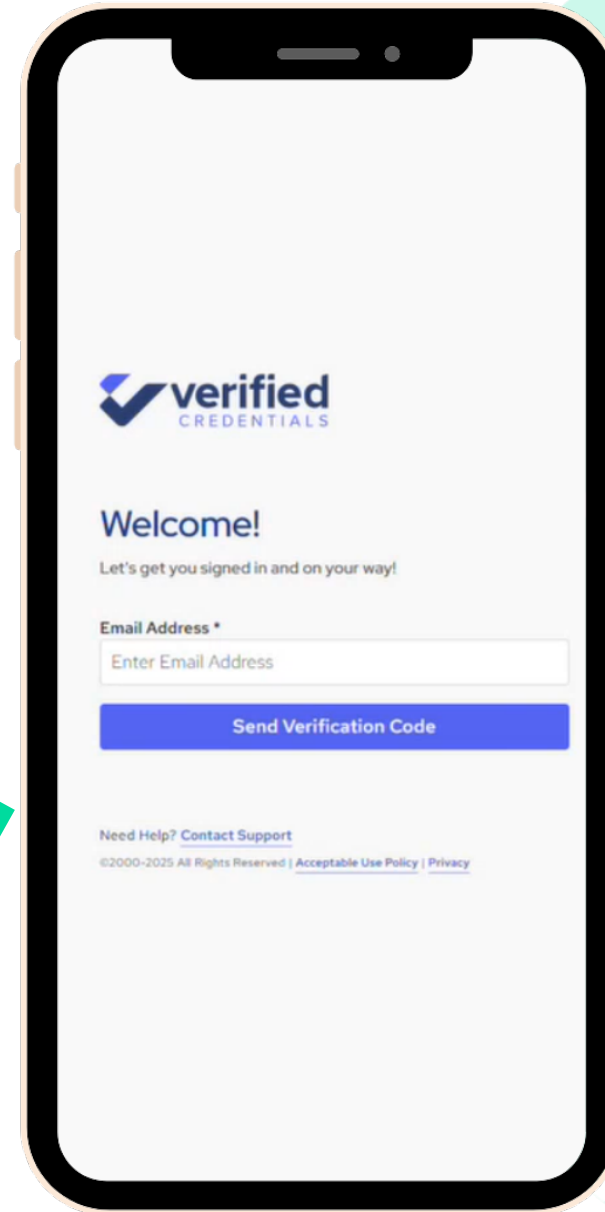
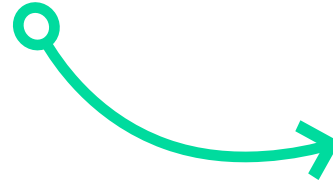
- ✓ Dashboard features
- ✓ Placing orders
- ✓ Tracking orders
- ✓ Viewing candidate details
- ✓ Accessing background reports



Logging in

- ✓ Dashboard features
- ✓ Placing orders
- ✓ Tracking orders
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- ✓ Accessing background reports

Once you've clicked on the login link in the confirmation email, you'll be prompted to enter your email address to receive a verification code.



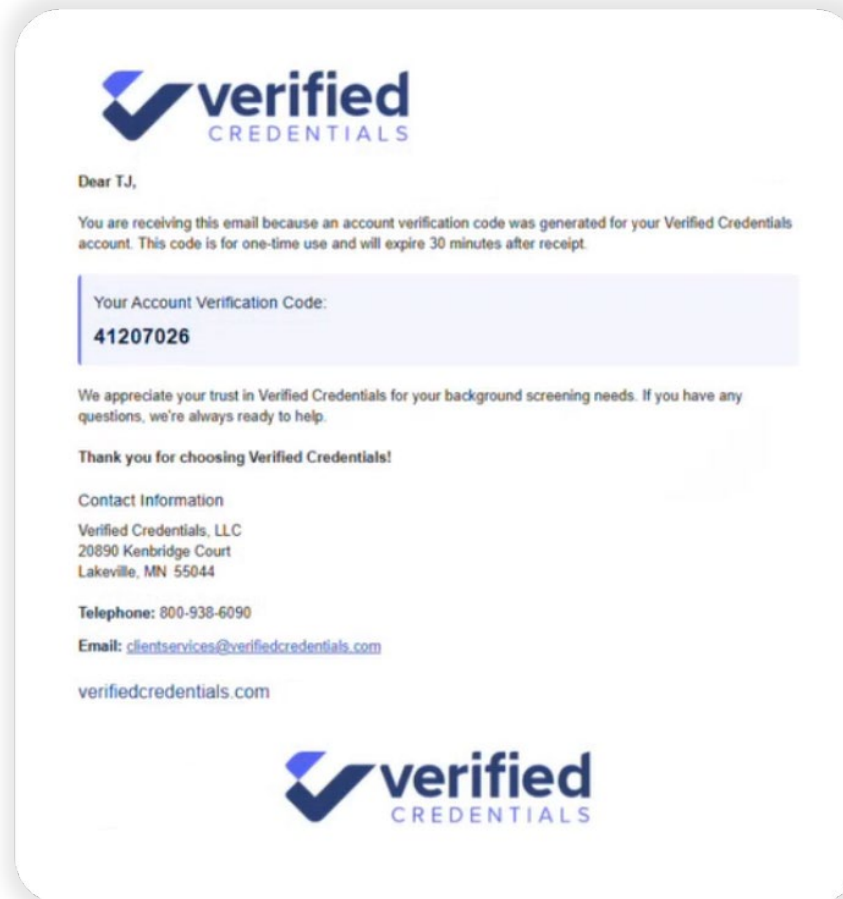
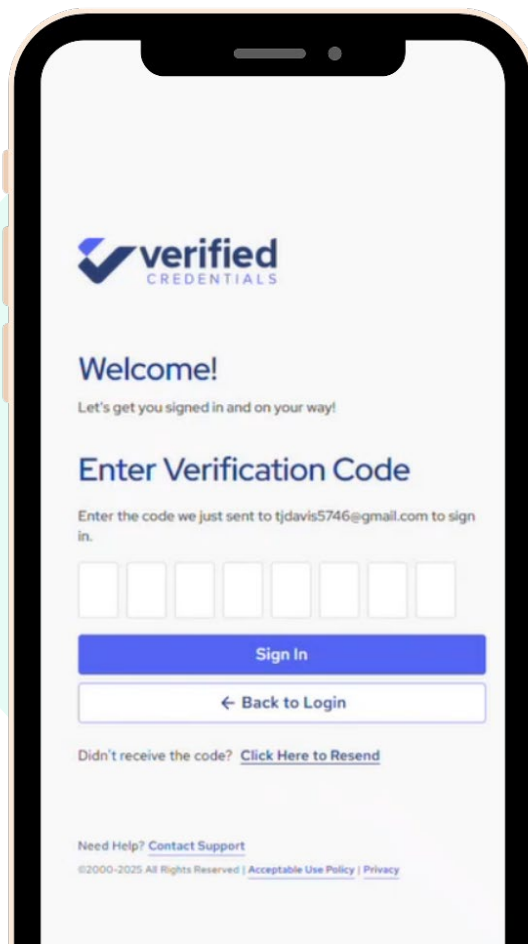


Logging in

- ✓ Dashboard features
- ✓ Placing orders
- ✓ Tracking orders
- ✓ Viewing candidate details
- ✓ Accessing background reports

Check your inbox for mail from **Verified Credentials Client Services**.

Insert the code displayed in the blue box from the email into the Enter Verification Code prompt to log in.



You can highlight and copy the code to paste it directly into the prompt.



Dashboard features

Overview of dashboard features

After entering the Verification Code, you'll be directed to your **Dashboard**.

Shortcuts for viewing Completed or In Progress orders

Search by Candidate Name, SSN, National ID, Driver's License #, Order #, or Reference #

Toggle between Card View and List View to display your orders.

- ✓ Placing orders
- ✓ Tracking orders
- ✓ Viewing candidate details
- ✓ Accessing background reports

The screenshot shows the Verified Credentials dashboard for user Jasmine Lynch. The dashboard includes a sidebar with navigation options: Dashboard (highlighted), Orders, Invoices, and Organization. The main content area features a 'Welcome, Jasmine!' message, a 'Place New Order' button, and four summary cards: Completed Orders (0), In Progress Orders (0), Avg Order Completion (0.1 Days), and Product Clear Rate (0%). Below these are search and filter controls, including a search bar, filter, sort by, saved views, and save view buttons. A 'Shortcuts' section lists 'My Employment Site' and 'Billing'. An 'Export' button is visible at the bottom. Callouts highlight the 'View' buttons on the summary cards, the search bar, the view toggle (Card View/List View), and the 'Export' button.

Download a CSV file of the list you're currently viewing

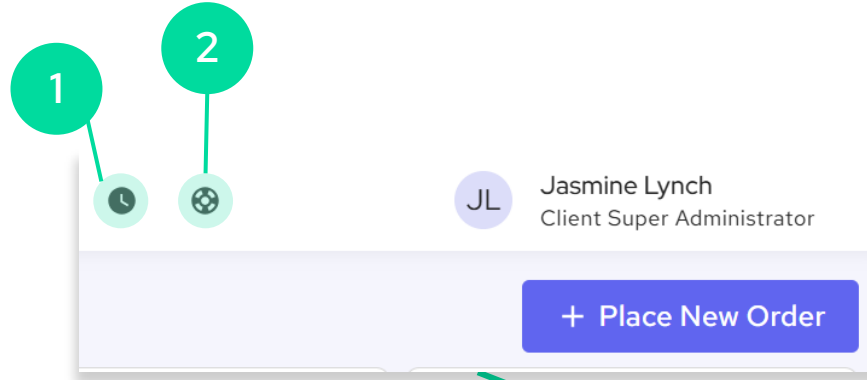
✓ Logging in



Dashboard features

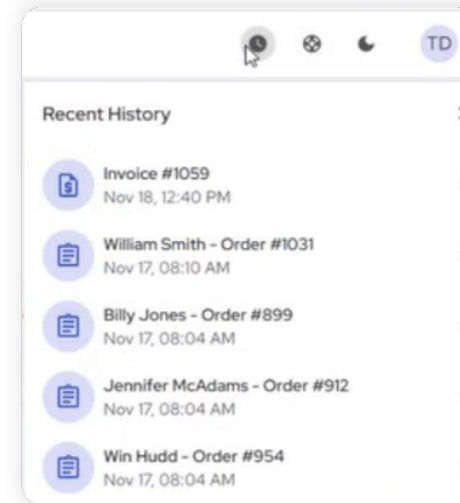
- ✓ Placing orders
- ✓ Tracking orders
- ✓ Viewing candidate details
- ✓ Accessing background reports

In the top right corner of the **Dashboard**, you'll notice three icons next to your account name.



These icons allow you to:

- 1 View your **Recent History**
- 2 Contact Client Support

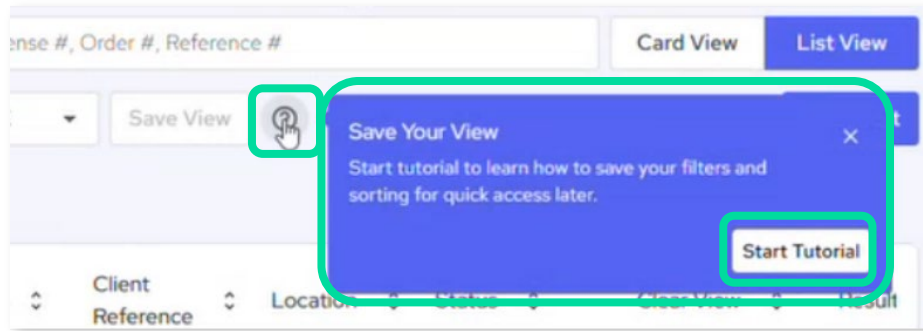


✔ Logging in



Dashboard features

- ✔ Placing orders
- ✔ Tracking orders
- ✔ Viewing candidate details
- ✔ Accessing background reports



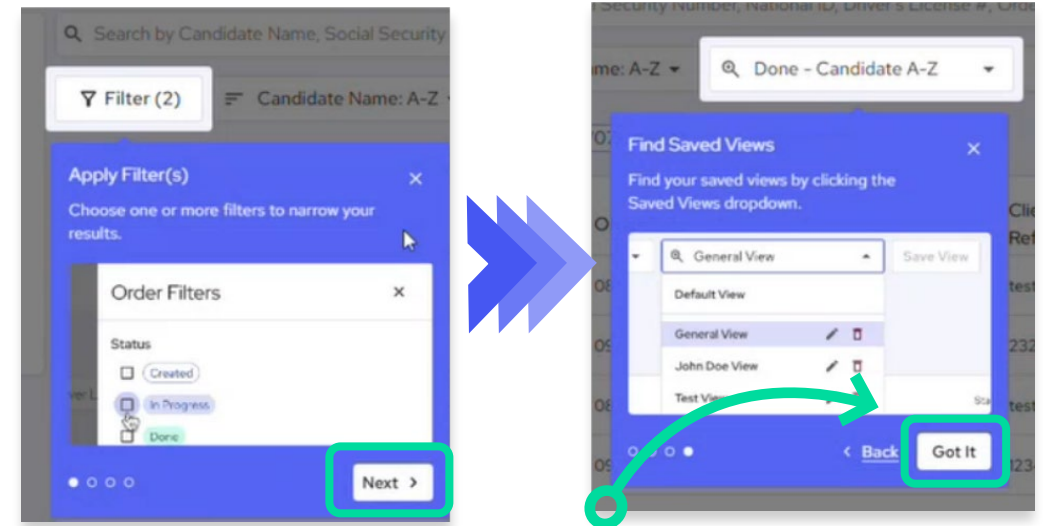
❓ Throughout the platform, you'll see tutorial icons that will guide you through specific platform functions.

Hover your mouse over the icon (for desktop) or click on the icon (for mobile) to expand the description box explaining the purpose of the tutorial. Click **Start Tutorial** to begin.

All tutorials provide step-by-step directions with accompanying images. Click **Next** to progress to the next step in the tutorial.

The dots in the bottom left corner indicate the number of steps in the tutorial.

Click **Got It** when you're finished.



✓ Logging in



Dashboard features

- ✓ Placing orders
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Click the **Filter** button to view and edit the Order Filters by:

- Status
- Location
- Order Owner
- Order Date
- Order Completion Date

Welcome, TJ!

0 Completed Orders [View](#) 12 In Progress Orders [View](#) 0.1 Days Avg Order Completion [View](#)

Shortcuts

- Google
- Order Page

Search by Candidate Name, Social Security Number, National ID, Driver's License #, Order #, Reference

Filter (1) Order Date: Newest Default View Save View

Status: In Progress Clear All

Order Filters

Status

- Created
- In Progress
- On Hold
- Done
- Cancelled
- In Dispute

Location

Search Location

- Alabama Employment
- California Employment
- Employees Employment

Owner

Search Owner

- Tim Davis
- TJ Davis

Order Date

From

MM/DD/YYYY

To

MM/DD/YYYY

Today This Week Last 7 Days Last 30 Days

Complete Date

From

MM/DD/YYYY

To

MM/DD/YYYY

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✔ Logging in



Dashboard features

✔ Placing orders

✔ Tracking orders

✔ Viewing candidate details

✔ Accessing background reports

Your filtered list will display after you click **See Results**.

You can save custom filtered results as a reusable viewing option by clicking the **Save View** button at the top of the search results.

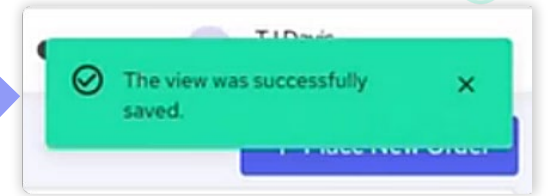
Search by Candidate Name, Social Security Number, National ID, Driver's License #, Order #, Reference #

Card View List View

Filter (2) Order Date: Newest Saved Views Save View 1 Order Export

Status: Done Location: Alabama Location: California Clear All

Order #	Candidate Name	Order Date	Complete Date	Client Reference	Location	Status	Clear View	Result
#954	Win Hudd	09/16/2025 03:02 PM	09/17/2025 02:43 PM	255544555	California	Done		



You'll receive a pop-up in the top right corner of your screen confirming your new view has been saved successfully.

Select, edit, or delete Saved Views by clicking the drop-down arrow to the left of the **Save View** button.

Search by Candidate Name, Social Security Number, National ID, Driver's License #, Order #, Reference #

Card View List View

Filter (2) Candidate Name: A-Z Done - Candidate A-Z Save View 8 of 8 Orders Export

Status: Done Order Date To: 01/07/2026

Order #	Candidate Name	Order Date	Client Reference	Location	Status	Clear View	Result

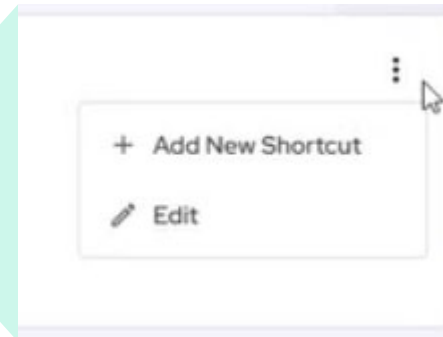
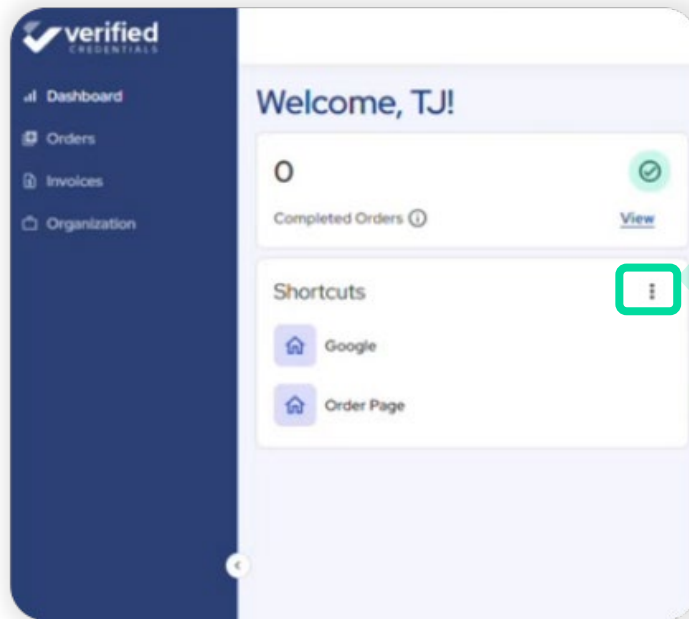
✓ Logging in



Dashboard features

- ✓ Placing orders
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On the left side of your dashboard is the **Shortcuts** section. Here, you can add shortcuts to internal and external destinations.



Add New Shortcut

Select Shortcut Icon

Home Gear Mail Document Calendar Location Arrow Other

Internal Destination External Destination

Shortcut Name

Enter Shortcut Name

Destination

Select Shortcut Destination

Cancel Submit



Customize your shortcuts by selecting a relevant icon for the shortcut at the top of the Add New Shortcut box.

✓ Logging in



Dashboard features

✓ Placing orders

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✓ Viewing candidate details

✓ Accessing background reports

INVOICES

The **Invoices** tab on the left panel menu allows you to see and sort through all your invoices on file.

The screenshot shows the 'verified CREDENTIALS' interface. The left sidebar menu includes 'Dashboard', 'Orders', 'Invoices' (highlighted with a red box), and 'Organization'. The main content area is titled 'Invoices' and features a search bar, a filter and sort section, and a table of invoices. The table has the following columns: Invoice #, Account #, Module, Invoice To, Delivery Method, Delivery Status, Billing Method, Invoice Total, Created, and Actions. Two invoices are listed: #1061 (California, Delivered, \$13.45) and #1059 (Alabama, Delivered, \$13.45). The 'View' button in the Actions column for the first invoice is highlighted with a red box, and a red arrow points to it from the text below.

Invoice #	Account #	Module	Invoice To	Delivery Method	Delivery Status	Billing Method	Invoice Total	Created	Actions
#1061	E-4567432s	Employment	California	Email	Delivered	Invoice	\$13.45	10/01/2025 01:00 AM	View
#1059	E-3344557s	Employment	Alabama	Email	Delivered	Invoice	\$13.45	10/01/2025 01:00 AM	View

Click **View** in the Actions column to see details of each invoice.



Logging in



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ORGANIZATION

The **Organization** tab on the left panel menu opens a Hierarchy column of all the Parent Modules and Sub-Modules connected to your account. You can browse for a specific Module location using the search bar at the top, or by utilizing the 'Active', 'Pending Activation', and 'Inactive' filter buttons.

You can view **Account Info**, **Users**, **Documents**, **Products & Services**, and **Invoices** for whichever Module you have actively selected.

Account Info tells you the contact information and billing configuration for the account.



You have the option to manage up to 5 sublevels of Modules.

The screenshot displays the Verified Credentials dashboard. On the left, the 'Organization' menu item is highlighted. The main content area shows a 'Hierarchy' view for 'TD Testing Company' (Account Number: P-4730549). The hierarchy includes 'Employees' (E-3084656) and three sub-levels: 'Alabama' (E-3344557s), 'California' (E-4567432s), and 'Northern California' (E-6840539s). The 'Active' filter is selected. The 'Account Info' page is open, showing 'Module Information' (Parent Name: TD Testing Company), 'Contact Information' (Address: 121 Main Street, Hartford, CT 06126; Phone Number: (555) 444-7777; Website URL: www.tdtestingco.com), 'Verified Contacts' (Client Success Manager: Sergey Lipai; Sales Representative: Ted Getzke), and 'Billing Configuration' (Bill To: Parent; Billing Cycle: Instantly; Billing Terms: Net 30 Days; Billing Method: Invoice; Billing Address: 121 Main Street 2, Attn: Accounts Payable, Hartford, CT 06126; Invoice Type: Detail - Product Price Excluded; Invoice Sub-Grouping Sort: Order Date; Invoice Grouping: Email; Invoice Sub-Grouping: TU Davis).



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ORGANIZATION

The **Users** tab shows all the individuals who have account access.

TD Testing Company / Users

< Create New User

Personal Information

First Name * Last Name * Email Address * Work/Cell Phone *

Address Information [Use Parent Address](#)

Address 1 * Address 2 * City *

State * ZIP Code * Country *

Account Information

Job Title * Preferred Delivery Method *

Client Super Admin * Yes No

Modules Information

Employees - Employment
Manage employee background screening services

User Role * Client User Available Billing Contact * Yes No

Location(s) *

Assign to All Locations Select All

Search Locations

Module Parent Employees E-3084656

Cancel Submit

To add users to your account,

click **+ Create New User**

and fill out the required information in the form that appears. Click **Submit** at the bottom to save your new user's info.



Permission to create new users is only available through the parent admin account.

✓ Logging in



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ORGANIZATION

The **Documents** tab contains all additional documentation for that Module, such as employee agreements and contract addendums.

The screenshot shows the 'Documents' tab selected for the 'TD Testing Company' account (Account Number: P-4730549). The 'Documents' tab is highlighted with a green box. Below the navigation tabs, there is a search bar labeled 'Search by Document Name' and a 'Sort By' dropdown menu. A table lists one document:

<input type="checkbox"/>	Document Name	Document Type	Location	Uploaded On	Uploaded By
<input type="checkbox"/>	test	Module (E)	E-3084656 - Employees	04/23/2025 12:33 PM	Jenny McAdams

The **Invoices** tab contains all the invoices for that Module. You can see the details of each invoice by clicking **View**.

The screenshot shows the 'Invoices' tab selected for the 'TD Testing Company' account (Account Number: P-4730549). The 'Invoices' tab is highlighted with a green box. Below the navigation tabs, there is a search bar labeled 'Search by Invoice #, Invoice Total, Account #', a 'Filter (1)' button, and a 'Sort By' dropdown menu. There are also 'Invoice To: All' and 'Clear All' buttons. A table lists two invoices:

Invoice #	Account #	Module	Invoice To	Delivery Method	Delivery Status	Billing Method	Invoice Total	Created	Actions
#1061	E-4567432s	Employment	California	Email	Delivered	Invoice	\$13.45	10/01/2025 01:00 AM	View
#1059	E-3344557s	Employment	Alabama	Email	Delivered	Invoice	\$13.45	10/01/2025 01:00 AM	View



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ORGANIZATION

Accounts at the 'Employers' level and below of the Module hierarchy will have an additional tab called **Products & Services**.

Products & Services lists all the packages and a la carte products associated with the organization in the current Module.

For accounts using Clear View, you can edit these parameters by scrolling to the Services section at the bottom of the page and clicking on **Verified Clear View**.

If you're interested in adding Clear View to your account, contact your Client Success Manager.

TD Testing Company / Employees

< Employees Active

Account Number: E-3084656

Account Info Users Documents **Products & Services** Invoices

Packages

Name	Status	Location(s)	Type	Last Ordered	Price
Bronze	Inactive	E-3344557s - Alabama	Underwritten		\$35.00
Gold	Active	All	Underwritten	12/05/2025	\$54.00
Silver	Active	E-3084656 - Employees	A La Carte	07/07/2025	\$0.00

A La Carte Products A La Carte Products apply to all locations.

Name	Status	Last Ordered	Price
Address History Trace	Active	09/30/2025	Current Name: \$7.00
County Criminal Search	Active	09/08/2025	Current Name: \$11.00
Education Verification	Active	09/23/2025	Current Name: \$12.33
Employment Verification	Active	09/23/2025	Current Name: \$13.25

Services

Verified Clear View Active

Configure Clear View rules and thresholds

TD Testing Company / Employees / Products & Services / Verified Clear View

< Verified Clear View Active

Search by Location, Clear View Set, Product

Filter Sort By 2 of 2 Clear View Sets

Clear View Set Name	Status	Locations	Products
TD Test Set #1	Active	E-3084656 - Employees	Address History Trace, County Criminal Search +4
Test Set #333	Active	E-3344557s - Alabama, E-4567432s - California	National Sex Offender Public Registry (NSOPR)

✓ Logging in

✓ Dashboard features



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How to place a background check order

Navigate to the **Orders** page by clicking **+ Orders** on the left panel menu.

Click **+ Place New Order** when you're ready to start a new Order.

The screenshot displays the 'Orders' page in the Verified Credentials system. The left sidebar menu includes 'Dashboard', 'Orders', 'Invoices', and 'Organization', with 'Orders' selected. The main content area shows a list of orders with the following details:

Name	Products Complete	Order #	SSN	Phone	Email	Location	Client Reference	Order Date	Status
Holly Smith	0 / 6	1235	*****	(665) 554-5554	hsmith348238@gmail.com	Alabama	56545646	12/05/2025	In Progress
Adam Black	2 / 4	1077	*****	(456) 789-8765	email@mail.com	Employees	456789	10/08/2025	In Progress
Dalton Renny	0 / 2	977	*****	(666) 544-5547	drenny29@vww.com	Employees	234234553	09/23/2025	In Progress
LaRon Hubbard	0 / 1	928	*****			Alabama	56125156		In Progress

A callout box with a lightbulb icon states: "The **Place New Order** button is also located in the top right corner of the **Dashboard**."

✓ Logging in

✓ Dashboard features



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Step 1: Get Started

Enter the candidate's name, email, and social security number in the required fields.

For international candidates, you can enter a National ID instead of an SSN by checking the box at the bottom of the section.

Click **Next Step** when you're ready.

Step 2: Client Info & Products

Next, you'll identify which location the new order is tied to, as well as the owner of the order. You have the option to set any of the other info fields as required in your account.

Once you have this section filled out, it's time to move on to the 'Select Package and Products' section below.

← Back

New Background Order

1. Get Started In Progress 2. Client Info & Products Pending 3. Enter Candidate Info Pending 4. Enter Product Details Pending 5. Review & Submit Pending

Enter Candidate Information

Enter the following candidate information required for the background order.

First Name * Last Name *

Email Address *

SSN *

Providing the SSN or National ID helps us locate previous candidate information.

Enter by National ID (for International Candidates)

Next Step >

← Previous Step

New Background Order

1. Get Started Completed 2. Client Info & Products In Progress 3. Enter Candidate Info Pending 4. Enter Product Details Pending 5. Review & Submit Pending

Enter Your Information

Client Location * Order Owner *

Candidate's Start Date Client Reference

Client Department Client Position

Candidate wants a copy of their report

Select Package and Products
Select the background package and products needed for your candidate.

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✓ Logging in

✓ Dashboard features



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Step 3: Client Info & Products

In this section, you can customize which package and/or products you'd like to include and exclude for this order.

To add a product, click **Select** next to the product name. To remove an already selected product, click **Exclude** next to the product name.

When you're ready, click **Next Step** to continue.



- Actively selected items will be identified by a green 'Selected' label next to the product name.
- Click the drop-down arrow next to the product name to view the details of that product.

Select Package and Products
Select the background package and products needed for your candidate.

Packages

Gold Select

Products

Address History Trace Select

County Criminal Search Select

Education Verification Select

Employment Verification Select

Federal Criminal Search Select

Global Watch List Selected Exclude

National Sex Offender Public Registry (NSOPR) Select

Office of the Inspector General's (OIG) Report Select

Statewide Criminal Search Select

< Previous Step Next Step >

✓ Logging in

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< Previous Step

New Background Order

1. Get Started Completed 2. Client Info & Products Completed 3. Enter Candidate Info In Progress 4. Enter Product Details Pending 5. Review & Submit Pending

Candidate Information

① Providing more candidate details helps improve the accuracy and speed of the background check.

Candidate Identity

Non-U.S. Candidate

Current Name

First Name * Middle Name * Last Name *

Candidate Doesn't Have a Middle Name

+ Add Previous Name

Adding previous names allows us to provide a more thorough background search.

Date of Birth * SSN *

Phone Number * Email Address *

Driving License Information

Does the Candidate Have a Driver's License?

Yes No

Driver's License Number * Driver's License State *

Additional Candidate Information

Gender Race/Ethnicity

① Information Could Be Required for County Criminal Search, Federal Criminal Search, National Sex Offender Public Registry (NSOPR)

Candidate Address Information

Address 1 * Address 2 City *

State * ZIP Code * Country

Candidate's mailing Address is the same

+ Add Previous Address

Adding previous addresses allows us to provide a more thorough background search.

< Previous Step Next Step >

Step 4: Enter Candidate Info

In this step, you'll enter the candidate's identification and address information.

When you're finished, click **Next Step**.



- Add as much information as possible to help yield a more thorough background search.
- Ensure information is accurate to avoid a delay in results, which may lead to additional costs.

✓ Logging in

✓ Dashboard features



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Step 5: Enter Product Details

This step allows you to add and edit details of the specific screening processes included in your selected package & products. In the sample below, this account has selected the Gold package, allowing them to configure County Criminal Search, Education Verification, Federal Criminal Search, and National Sex Offender Public Registry, as well as their add-on product, Global Watch List.

The items in this section can be edited or excluded from the order using the **Edit** and **Exclude from Order** buttons on the right side.



< Previous Step

New Background Order

1. Get Started Completed 2. Client Info & Products Completed 3. Enter Candidate Info Completed 4. Enter Product Details In Progress 5. Review & Submit Pending

Product-Related Information

Please review your background check products below.

Package: Gold

County Criminal Search

Current Name: Billy Smith, Hennepin - MN. Address: 121 Main Street, Minneapolis, MN 55410 - Hennepin - MN. Status: Included. Buttons: Edit, Exclude From Order.

+ Add County Without Address

Education Verification

Only the highest degree(s) obtained will be verified based on your current settings. Ongoing or incomplete qualifications, as well as those lower than the highest, will not be included in the order. Contact our team to manage this preference.

Degree 1: Included. Buttons: Exclude From Order.

Name While Attending: First Name, Middle Name, Last Name.

Institution: Institution Name, Institution City, Institution State, Institution Phone Number.

Type of Degree/Diploma: Select Type of Degree.

Start Date, End Date, Year Graduated. Currently Attending checkbox.

Federal Criminal Search

Current Name: Billy Smith, Minnesota. Address: 121 Main Street, Minneapolis, MN 55410 - Minnesota. Status: Included. Buttons: Edit, Exclude From Order.

+ Add Federal District Without Address

National Sex Offender Public Registry (NSOPR)

Current Name: Billy Smith. Status: Included. Button: Exclude From Order.

Additional Products

Global Watch List

Current Name: Billy Smith. Status: Included. Button: Exclude From Order.

< Previous Step Next Step >

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Step 6: Enter Product Details

Clicking **Edit** opens a window for you to enter other names and aliases for the candidate that will also be used in the background screening process. The candidate's details that are already on file will auto-populate, and you will be given the option to enter a previous name by clicking

+ Add Previous Name

Current Name

First Name *
Billy

Middle Name
Enter Middle Name

Candidate Doesn't Have a Middle Name

+ Add Previous Name

Date of Birth *
[Calendar icon]

SSN *
[Redacted]

Phone Number *
[Redacted]

Email Address *
[Redacted] Verified

Driving License Information

Does the Candidate Have a Driver's License?
 Yes No

Driver's License Number *
[Redacted]

Driver's License State *
[Dropdown]

Additional Candidate Information

Gender
[Dropdown]

Race/Ethnicity
Select Race/Ethnicity

Information Could Be Required for County Criminal Search, Federal Criminal Search, National Sex Offender Public Registry (NSOPR)

Click **Next Step** at the bottom of the page when you're finished. You'll be directed back to the page for Step 4, where the name you added will appear below the Current Name section under each product title.

Federal Criminal Search

Current Name
Arkansas Eastern Billy Smith

121 Main Street
Minneapolis, MN 55410 - Minnesota Excluded Include In Order

Arkansas Eastern
Manually Added Included

+ Add Federal District Without Address

Previous Name
Minnesota William Smith

121 Main Street
Minneapolis, MN 55410 - Minnesota Included Exclude From Order

+ Add Federal District Without Address

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Step 7: Review & Submit

This step displays the order subtotal and price breakdown by product, as well as delivery details for the background check results.

Edit the delivery method by clicking the arrow and selecting your preference from the drop-down menu.

Edit and add recipients for the results to be sent to by clicking

+ Add Additional Recipient

This button allows you to share a copy of the report with the candidate.

✓ Logging in

✓ Dashboard features



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Step 8: Review & Submit

Below the Delivery Details section, you'll see the cost breakdown of each product and any additional fees.

If you have any disclosure and authorization documents related to your order, you can upload them here under the Documents section.

Fees

Documents

Click to upload or drag and drop
PDF, JPG, JPEG, PNG (max. 20MB, up to 10 files)

Certify the Following

- A clear and conspicuous written disclosure to the candidate, in a document consisting solely of the disclosure, has been made, explaining that a report may be obtained and detailing the purposes for which the report will be used.
- The disclosure satisfies all requirements identified in the FCRA as well as any applicable state or local laws.
- The candidate has provided written authorization allowing you to obtain the report.

Check the purpose this background report will be used for: *

- Employment
- Government Licensing/Benefit
- Legitimate Business Need
- Volunteer
- I have read and agree to the above statements *

< Previous Step

Submit Order >

County Criminal Search

Hennepin - MN William Smith \$0.00

Education Verification

Only the highest degree(s) obtained will be verified based on your current settings. Ongoing or incomplete qualifications, as well as those lower than the highest, will not be included in the order. Contact our team to manage this preference.

Degree 1 ABC School \$0.00

Federal Criminal Search

Arkansas Eastern Billy Smith \$0.00

Minnesota William Smith \$0.00

National Sex Offender Public Registry (NSOPR)

Current Name Billy Smith \$0.00

Previous Name William Smith \$0.00

Products

Global Watch List

Current Name Billy Smith \$4.45

\$3.45

Be sure to indicate the purpose of the background report and check the acknowledgement box before clicking **Submit Order**.

✓ Logging in

✓ Dashboard features

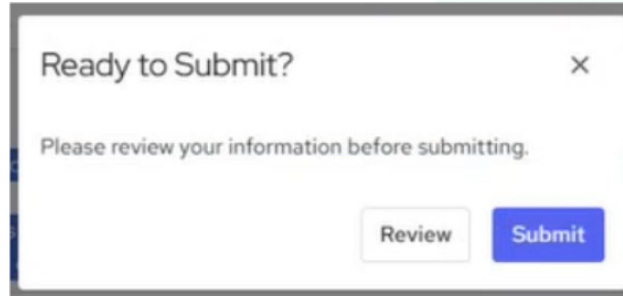


Placing orders

✓ Tracking orders

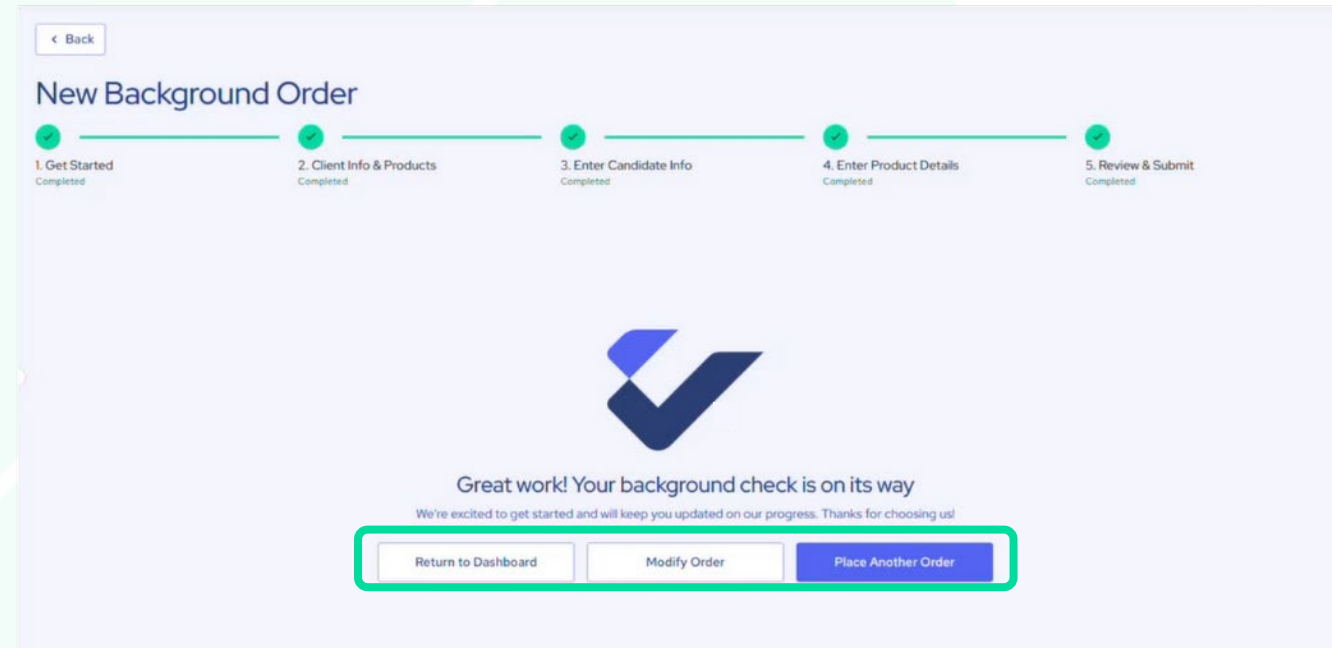
✓ Viewing candidate details

✓ Accessing background reports



When you click **Submit Order**, a confirmation pop-up will appear. If you're unsure, click **Review** to revisit your order before submitting. If you're ready, click **Submit**.

On the confirmation page that appears, you can navigate back to the **Dashboard**, place another order, or modify the order.



✓ Logging in

✓ Dashboard features



Placing orders

✓ Tracking orders

✓ Viewing candidate details

✓ Accessing background reports

Modifying an Order

After clicking **Modify Order**, you'll be directed to a page that resembles the sample image below. You have 10 minutes starting from the time the order was placed to lock in any changes.

Orders / Billy Smith

< Billy Smith Order #1379 Status: Created **Modify Order: 09:40** ?

Actions

Copy Link

Delete

Order Info

Order Date	01/07/2026 05:02 PM
Complete Date	
Order Source	Manual Order Submitted by Client
Invoice Generated	No
Invoice Sent	No
Amended	No

Candidate Info

Previous Names	William Smith
DOB	*****
SSN	*****
Phone Number	() -5
Email Address	
Current Address	121 Main Street Minneapolis, MN 55410

Client Info

Client Parent Name	TD Testing Company
Client Location	E-6840539s - Northern California
Client Reference	

Products Candidate Info Client Info Documents Billing Reports

Delete Order?

Please state the reason why you want to delete the order. Once deleted you won't be able to access the order.

Reason *

Enter your details

29:57 Remaining to complete editing

Others unable to modify while you are editing

Keep Delete

The 'Actions' menu in the top right corner lets you copy a link to or delete the order. If you choose to delete, you'll be prompted to enter a reason for deleting.

✓ Logging in

✓ Dashboard features



Placing orders

✓ Tracking orders

✓ Viewing candidate details

✓ Accessing background reports

Modifying an Order

In the Products list below the Order Info section, you can select products to delete by clicking the check box next to the product and clicking **Delete** at the top left corner of this section, or add products by clicking **+ Add Products** in the top right corner.

Products	Candidate Info	Client Info	Documents	Billing	Reports
<input checked="" type="checkbox"/>	County Criminal Search Hennepin - MN Name: William Smith	Status: Created			
<input type="checkbox"/>	Education Verification ABC School Name: Billy Smith	Status: Created			
<input type="checkbox"/>	Federal Criminal Search Arkansas Eastern Name: Billy Smith	Status: Created			

✓ Logging in

✓ Dashboard features

✓ Placing orders



Tracking orders

✓ Viewing candidate details

✓ Accessing background reports

Tracking the progress of active orders

The **Orders** page shows the status of each active order in the right-hand corner of the card. Completed orders will be marked **Clear**, or **Review** if a discrepancy is detected.

The screenshot displays the 'Orders' page in the Verified Credentials system. The page header includes the 'verified CREDENTIALS' logo, user information for 'TJ Davis, Client Administrator', and a '+ Place New Order' button. A search bar allows filtering by candidate name, SSN, National ID, Driver's License #, Order #, or Reference #. Below the search bar, there are options for 'Card View' and 'List View', a 'Filter' button, and a dropdown for 'Order Date: Newest'. The main content area shows two order cards. The first card is for 'Holly Smith' with '0 / 6 Products Complete' and a status of 'In Progress'. The second card is for 'William Smith' with '3 / 3 Products Complete' and a status of 'Done'. The 'Result' field for William Smith's order is 'Clear', and the 'Clear View' button is highlighted in green. A lightbulb icon is positioned above the text box below the screenshot.

Reviewing **all** orders is recommended, including those marked Clear.

✔ Logging in

✔ Dashboard features

✔ Placing orders

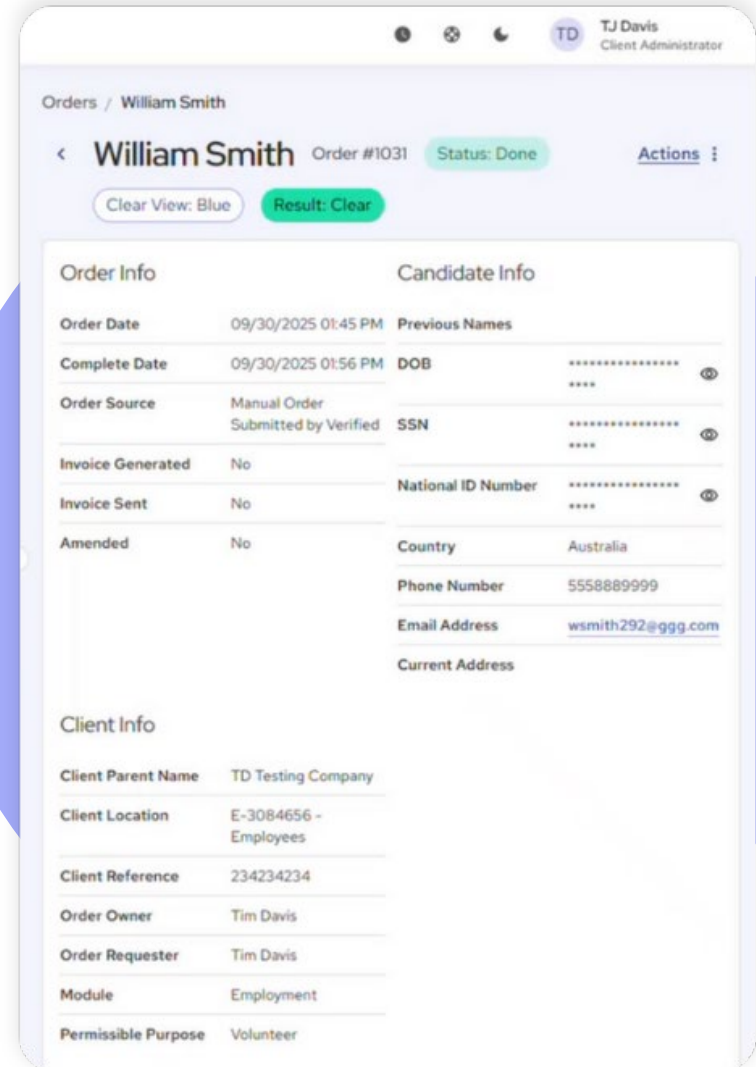
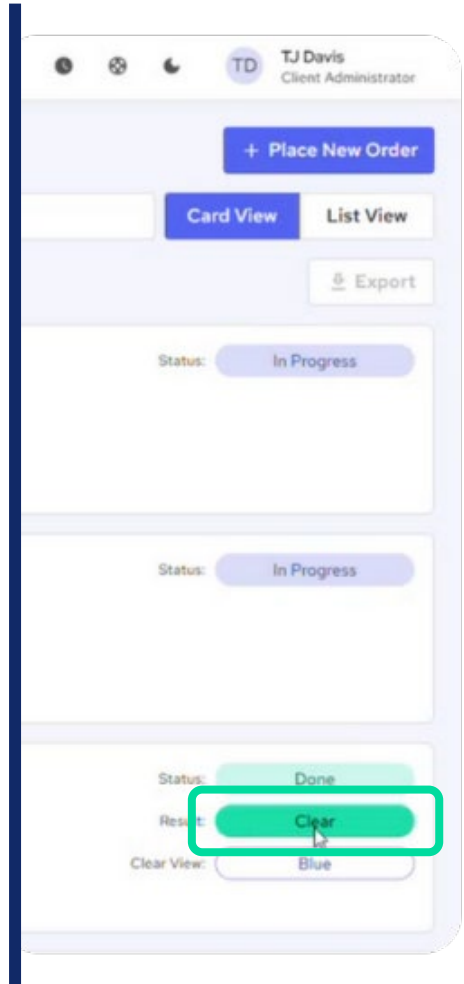


Tracking orders

✔ Viewing candidate details

✔ Accessing background reports

You can see a detailed view of the screening results by clicking on the Result button.



✓ Logging in

✓ Dashboard features

✓ Placing orders

✓ Tracking orders

Viewing candidate details

Select the candidate you'd like to review from your list on the **Dashboard**.

Order #	Candidate Name	Order Date	Complete Date	Client Reference	Location	Status	Clear View	Res
#1235	Holly Smith	12/05/2025 11:31 AM		56545646	Alabama	In Progress		
#1077	Adam Black	10/08/2025 10:31 AM		456789	Employees	In Progress		
#1031	William Smith	09/30/2025 01:45 PM	09/30/2025 01:56 PM	234234234	Employees	Done	Blue	🟢
#977	Dalton Renny	09/23/2025.10:57 AM		234553	Employees	In Progress		



Viewing candidate details

Orders / William Smith

< William Smith Order #1031 Status: Done Clear View: Blue Result: Clear Actions

Order Info	Candidate Info	Client Info
Order Date: 09/30/2025 01:45 PM	Previous Names	Client Parent Name: TD Testing Company
Complete Date: 09/30/2025 01:56 PM	DOB: [REDACTED]	Client Location: E-3084656 - Employees
Order Source: Manual Order Submitted by Verified	SSN: [REDACTED]	Client Reference: 234234234
Invoice Generated: No	National ID Number: [REDACTED]	Order Owner: Tim Davis
Invoice Sent: No	Country: Australia	Order Requester: Tim Davis
Amended: No	Phone Number: 5558889999	Module: Employment
	Email Address: wsmith292@ggg.com	Permissible Purpose: Volunteer
	Current Address	

Products Candidate Info Client Info Documents Billing Reports

✓ Accessing background reports

✓ Logging in

✓ Dashboard features

✓ Placing orders

✓ Tracking orders

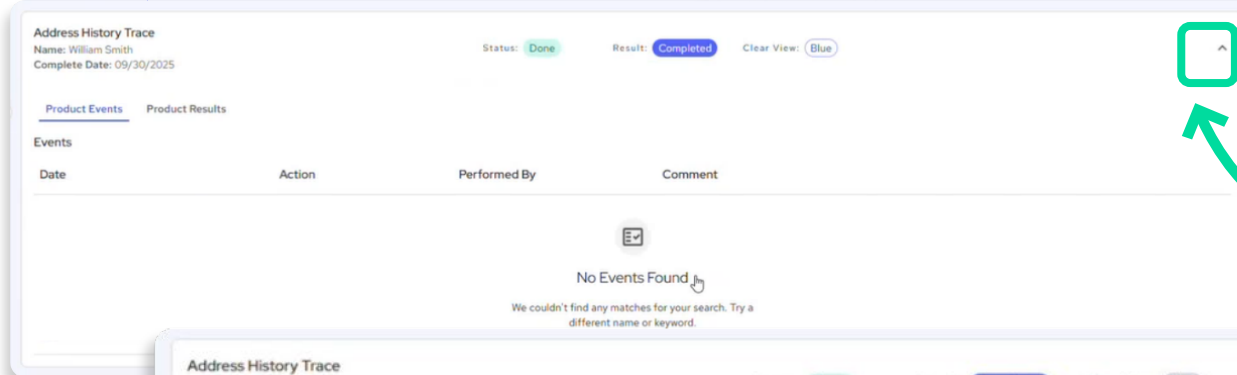
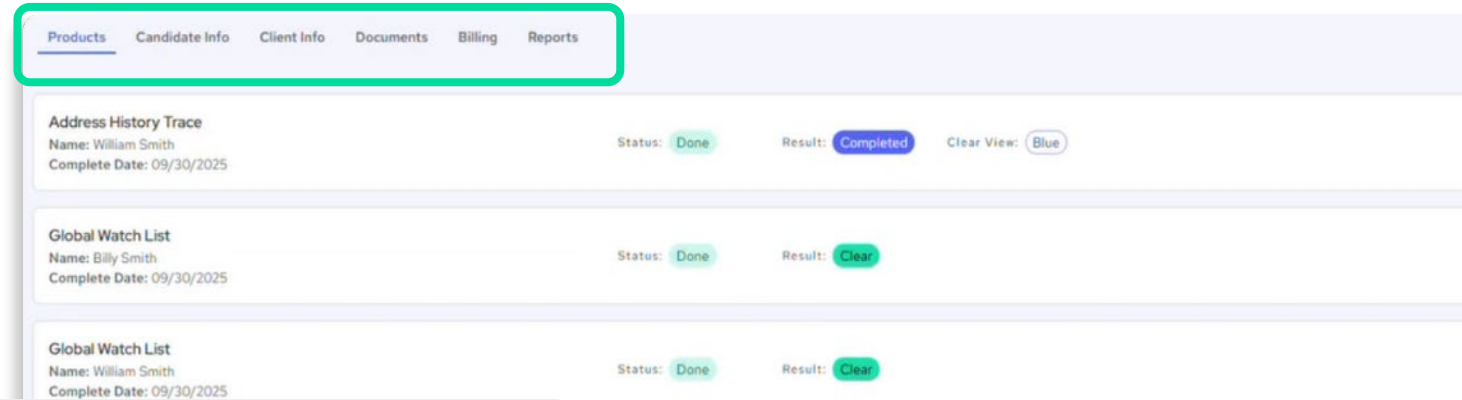


Viewing candidate details

✓ Accessing background reports

Below the Order details in this expanded view, you can browse through **Products**, **Candidate Info**, **Client Info**, **Documents**, **Billing**, and **Reports** related to the candidate.

The **Products** tab lists each background screening product that has been assigned to the candidate.



Clicking the arrow in the corner expands the card to view Product Events and Product Results.



✓ Logging in

✓ Dashboard features

✓ Placing orders

✓ Tracking orders



Viewing candidate details

✓ Accessing background reports

The **Candidate Info** tab contains the candidate's personal identification information, contact details, and any addresses on file.



You can click the eye icon (👁️) next to personal ID information items to toggle between displaying and hiding the content.

The **Client Details** tab gives you details about the candidate's employer (i.e., the Client that ordered the background check).



Products Candidate Info **Client Info** Documents Billing Reports

Client Details

Client Parent Name TD Testing Company	Client Reference 234234234	Order Requester Tim Davis tdavis@verifiedcredentials.com
Client Location E-3084656 - Employees	Client Department	Order Owner Tim Davis tdavis@verifiedcredentials.com (444) 444-4446
Module Employment	Client Position	
	Candidate's Start Date	

Products Candidate Info **Client Info** Documents Billing Reports

Personal Information

Names

Name

First Name: William
Middle Name: Arnold
Last Name: Smith

Other

Driver's License

Gender
Male

Race/Ethnicity
Other

Email Address
wsmith292@ggg.com

Date of Birth
***** 👁️

SSN
***** 👁️

National ID Number
***** 👁️

Phone Number
5558889999

Addresses

Current Address

✓ Logging in

✓ Dashboard features

✓ Placing orders

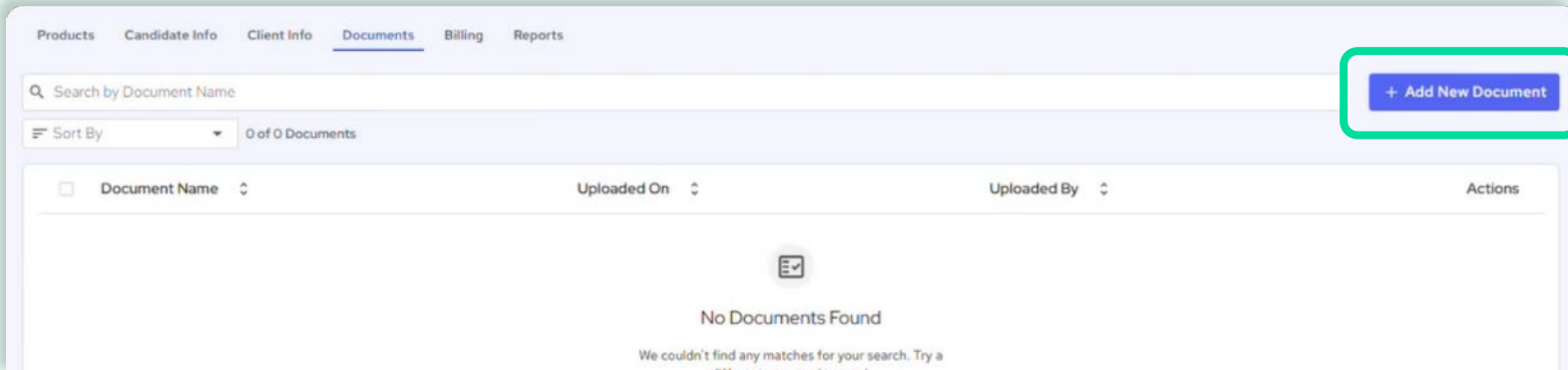
✓ Tracking orders

The **Documents** tab holds any additional documents pertaining to the candidate's background screening steps that are on file, such as contracts or addendums.

You can add documents to this section by clicking

+ Add New Document

in the top right corner.



Viewing candidate details

The **Billing** tab lists prices and fees and any Order Credits for the products assigned to the candidate, with a grand total displayed at the bottom of the section.

Product	Type	Description	Name	Amount
Address History Trace	Price		William Smith	\$7.00
Global Watch List	Price		William Smith	\$4.45
Global Watch List	Price		Billy Smith	\$3.45
Products:				\$14.90
Product Fees:				\$0.50
Products Subtotal:				\$15.40

Name	Type	Amount
No Fees Added		

✓ Accessing background reports

✓ Logging in

✓ Dashboard features

✓ Placing orders

✓ Tracking orders



Viewing candidate details

✓ Accessing background reports

The **Reports** tab displays a confirmation of delivered report data. In this section, you can edit which recipients are set to receive results and view a copy of the report in PDF format. The Delivery Status on the left side confirms the time and date the recipient received the report by email.

Products Candidate Info Client Info Documents Billing Reports

Report Recipients

Tim Davis Order Owner
Email w/ PDF Report
tdavis@verifiedcredentials.com

[Edit](#)

Delivery Status ^

Tim Davis Order Owner
✓ Delivered at 09/30/2025 01:58 PM
Email w/ PDF Report
tdavis@verifiedcredentials.com

[View PDF Report](#)

verified CREDENTIALS 20890 Kenbridge Court, Lakeville, MN 55044
952-985-7200 Main | 952-985-7218 Fax

ORDER INFO	CLIENT	NAME
Order #: 1031	TD Testing Company	William Arnold Smith
Clear View: Blue	121 Main Street,	1011 34th St
Order Date: 09/30/2025	Hartford, CT 06126	Minneapolis, MN 55410
Complete Date: 09/30/2025	Reference: 234234234	SSN: XXX-XX-4456

Product	Name	Clear View	Status	Result
Address History Trace	William Smith	Blue	Done	Completed
Global Watch List	William Arnold Smith	Done	Clear	
Global Watch List	Billy Arnold Smith	Done	Clear	

✓ Logging in

✓ Dashboard features

✓ Placing orders

✓ Tracking orders

✓ Viewing candidate details



Accessing background reports

Background report quick access

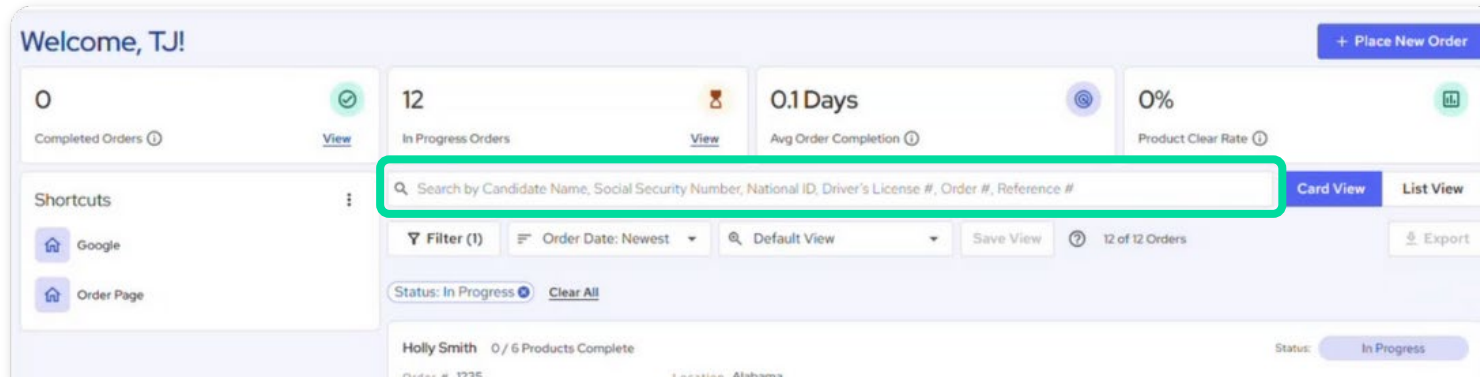
To quickly access a candidate's background report, start by searching for the candidate using the search bar at the top of the **Dashboard**. You may also use the search bar on the **Orders** page.

Search by:

- Candidate Name
- Driver's License #
- SSN
- Order #
- National ID
- Reference #



If you don't have any of the search parameters readily available, try filtering your list by status or completion date and scroll through the results.



Once you find the requested candidate in your list, select them to view their background report and other candidate information.

Questions?

Contact your Client Success Manager for additional support.

[Click here to log in to your account](#)