Ordering a Background Check in Oracle

1. Click CSU Background Checks

2. Click File ➔ New and fill out the fields with the candidate’s information

Note: all the yellow fields are required
3. Click the flex field and select the **employee type** from the list.

4. Fill out the rest of the candidate's information: name, start date, email, phone number.

**Note:** Do not use dashes in the candidate cell field.

If the candidate provides a middle name, please provide the FULL middle name.

**Note:** If the email address you enter for the candidate has already been submitted you will receive a notification to contact the background check unit before continuing.
5. Click **Req Check** and select what type of checks you would like to run.

Note: You can tab through the records in order to open each subform automatically instead of having to click each button.

Note: Please verify that the candidate has a valid U.S. driver’s license if requesting an MVR check.
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6. Click **Cand Details** and fill in the requested information.

**Note:** please use the comments box for any additional information you would like to provide to the BG Check Unit.

**Note:** if the candidate is a foreign national please include how long they've lived in the US and if they have an SSN.
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7. Click **Location** in the bottom right hand corner and provide the location the candidate will be working at.

Note: do not use Fort Collins as a default location. Please provide the actual location the employee will be working.
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8. If applicable click **Associate** in the bottom right hand corner and answer yes or no to each of the questions to determine if the associate will be subject to sensitive conditions and will require a background check.
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9. Click **contacts** and enter the requestor’s phone number and any additional contacts that would like to receive notifications.

**Note:** you can save a request, but please be aware that HR will not receive the request until the submit button is clicked.

**Note:** the requestor’s email is already set up to receive notifications so you do not need to enter it again.

10. Click **submit** once all the information has been entered.
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The requestor is able to monitor the background check process by checking the dates listed in Oracle. Below are examples of the email notifications that will be sent to the requestor/contacts listed.

**HR submit to HireRight:** date the HireRight invitation is sent to the candidate. You will **NOT** receive an automated email when the invite is sent.

**BGC not needed:** if it’s determined a BGC is not needed this email will be sent out.
Ordering a Background Check in Oracle

Candidate non-response: if the candidate has not responded to the initial invitation from HireRight we will send out this email notifying the requestor/contacts.

Approved for hire: once the background check is complete and the candidate is approved for hire this email will be sent out notifying the department.

If a candidate is not approved for hire you will NOT receive an automated email and instead be contacted by the background check unit directly.
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Helpful Information

- The HireRight invitation is sent from the Board of Governors and includes the candidate’s user ID and password
  - Candidates often skip over the email so please instruct the candidate to be actively checking their email (and spam folder) for the invitation

- The candidate’s full legal name must be entered.
  - Do not submit nicknames (ex: Jessie instead of Jessica)
  - Include the full middle name if it is available
  - Verify with the candidate that you have the correct spelling of their name

- Include both the candidate’s email address and cell phone number when submitting a request.
  - Verify with the candidate that you have the correct spelling of their email
  - Do not pull their email from the CSU directory

- Only request a motor vehicle record check for positions that
  1. Require a valid driver’s license (or commercial driver’s license)
     a. Must be a U.S. driver’s license
  2. Require the employee to drive a motor vehicle as a regular part of their job responsibilities
  3. Require use of a state-owned vehicle for the purpose of conducting university business

- Education verifications are billed to the department

Other Resources

Background Check Policy: [http://policylibrary.colostate.edu/policy.aspx?id=461](http://policylibrary.colostate.edu/policy.aspx?id=461)