GIS Instruction Guide to Background Checks

GIS Contact: Call 1-855-626-7345 or email bigtensupport@geninfo.com

**Every employee on which you are running a background investigation must fill out an authorization. This is a requirement BEFORE you run any type of background investigation. The signed authorization must be kept on file with the University. If the employee is in OLA then they have already completed the consent. GIS will contact you directly if they need a copy of this form.

Passwords:
- Each user has a unique User ID and Password
- Your password and ID will be sent from GIS and will arrive in separate emails
- Immediately upon receipt of your password, please change it within the eQuest+ system by using the reset option.
- **Important—the system will not automatically prompt you to change your password during initial log in; you must remember to reset it.**
- For security reasons, never give your password to anyone
- Passwords will expire every 90 days

Security:
- For security reasons, the website times out after 20 minutes of inactivity
- Please do NOT use the back arrow on your browser bar
- If an invalid User ID or Password is provided, eQuest+ will provide the following error message “User ID/Password does not match. Please re-enter.” After 3 invalid attempts, eQuest+ will lock the User ID. Please contact your account manager to have your User ID and Password reset.
Changing your password

1. Go to website address:
   •  https://apps.geninfo.com/Login.aspx?CompanyParm=IU
2. Enter user name and password, click “Reset Password”
3. You will be prompted to enter your old password (temporary password provided in welcome email), answer security questions, and choose a new password.
4. Password must be at least 6 characters, include at least one number and is case sensitive.

Ordering a Background Investigation

2. The Notification and Access Security Requirement screen will appear. This screen will appear once a day, during your first log in.
3. Click Agree to proceed
4. On the next screen any current bulletins will display. You will see this each time you log in. Click Next.

5. From the navigation window, click “Order Reports”

6. From the Job Class drop down, choose the appropriate package

7. The Standard Check will include the following
   - Social Security Validation
   - SSN Trace
   - County Search (all names/addresses 7 year history)
   - KwikScreen Search (includes SOR, OFAC, OIG, and EPLS)

   • Standard plus Credit
     - All of the above plus credit report

   • Staff/Temp check plus Education
     - All of the above plus verification of education

   • MVR Package
     - Driving History
8. From the Work State drop down, choose the state in which the employee will work. Click Next.

9. Enter the SSN
   a. If no SSN, enter all 9’s. When the error message appears, click next to bypass.

10. *Optional* Indicate if the employee admitted to any criminal convictions
    a. This is optional and only assists GIS with validating what they find in the criminal record matches what the employee discloses.
    b. If yes, the next screen will display required fields regarding the crime information

11. Special instructions
    a. If you are running a background check that will include searching in Puerto Rico, please provide the mother’s maiden name of the employee in this field.

12. *Optional*-Click on the + next to Screening Services to see what your package includes.

13. Click Next to procee
14. If the social security number you entered is already in the system, the Duplicate Services Check screen will appear. This indicates the employee has been previously checked. Go to “View Reports” and look up the previous report to see the grade and report date. If no duplicates are found the system will prompt you directly to the Identification Information screen. Skip to step 15
   a. If you need to add a new order regardless of the duplicate, click Next
   b. If you can use the existing information and you are planning to run an additional check (e.g. Motor Vehicle) then you can click on the work order hyperlink.
      i. A box will appear and you will have the option to “Copy Forward”.
      ii. This will copy the information previously entered into the required fields so you do not have to re-enter.
      iii. Click Next

![Duplicate Services Check](image1)

![Information to Copy Forward](image2)
15. Complete the Identification Information screen. Green shaded fields are required.

- First Name, Middle if available, Last Name
- Date of Birth must be in format MMDDYYYY, the slashes will auto populate
- *Optional*-Enter employees contact information
- Indiana University will be default
- Choose IU Child account. Drop down will populate based on your individual access.
- Enter your account number and sub account number (if applicable)
- Indicate whether the person will be involved with Programs Involving Children (PIC)
- Enter the type of position
- Enter any other names previously used by the employee (e.g. maiden name)
- If you answered yes on the previous screen indicating the employee had admitted to a crime, the Admitted Criminal History Information section will appear in green shaded (required fields).
  - Date-if you do not have the exact date, you can enter the month and year or the year only. Use format MM01YYYY or 0101YYYY
  - Arresting Agency/Jurisdiction will typically be the county they were arrested in
  - State
  - Description of the crime
- If you answered no, these fields will not appear. Click Next
16. If a field turns yellow, that indicates an error. Hover your cursor over the field to see the error details.

17. Enter the employee's current address:
   a. 7 years of address history is recommended, however not required.

18. Click Next.
19. The Order Confirmation screen will appear. Review all data entered. If you need to make changes, click the **Edit** button located next to the section you need to make changes to.

20. When you are confident with your entries, click Process Order.

21. The screen will verify your order was successfully submitted.
   
a. Each order will be assigned a work order number
   
b. From this screen you may navigate to View Report, Request New Order, or Return to Menu.

22. The initiator will receive an email once the background report is complete and ready to view.