

Frequently Asked Questions



BackTrack Migration to backgroundchecks.com



backgroundchecks.com®

Q . Who is backgroundchecks.com?

- A. backgroundchecks.com is a GIS sister company that is included in the GIS and HireRight merger. The backgroundchecks.com platform offers an easy-to-use web-based platform designed for effortless online management of background screening programs. Founded in 1999 and headquartered in Dallas, Texas, backgroundchecks.com is a founding member of the National Association of Professional Background Screeners ([NAPBS®](#)) and cofounder of the [Expungement Clearinghouse](#). We serve thousands of customers nationwide, from small businesses to Fortune 100 companies, by providing innovative and comprehensive screening services. backgroundchecks.com is home to the [#1 online criminal conviction databases in the industry*](#) with a database of over 600 million criminal records and more than 22 million photos from an extensive collection of public record sources.

Q . When will my program be migrated over to the backgroundchecks.com Platform?

- A. Depending on your program size and program complexity, you will be provided with a lead time of 30 day notice that you will be moved over to the backgroundchecks.com platform. All notifications regarding your program migration will come from backtrack@backgroundchecks.com through our Constant Contact marketing tool.

Q . Will I have any business disruption or system downtime as part of the migration?

- A. You should not have any disruption to your program as part of the migration. You will receive your logins one to two days before your backgroundchecks.com account activation date. Once you receive your logins, you will be able to login and start ordering new background screens on your candidates.

Q . Will we lose any products/services as part of the migration over to the backgroundchecks.com platform? Will my pricing stay the same?

- A. backgroundchecks.com will migrate your program over to the backgroundchecks.com platform as closely as possible to what you have today. Our goal is to minimize any loss of product/services to your program, however, if there is a product that we no longer can accommodate, we will match you to the closest product offering to minimize any gap in service or pricing. We will notify you of any program changes as soon as identified.

Q . Does backgroundchecks.com offer a criminal database service like the BackTrack CrimeTrack product?

- A. Yes. In fact, the [US OneVERIFY](#) that replaces CrimeTrack offers you the #1 criminal conviction database in the industry with more than 600 Million records and over 22 Million photos. backgroundchecks.com strives to collect all electronically available data from direct county and municipal courts, especially in states that do not collect criminal record data at the state level, statewide repositories, including state offender registries such as sex offender, violent offender and drug offender registries, the departments of corrections and the administrative office of courts. In addition to collecting criminal records from the aforementioned sources, our [US OneVERIFY](#) also includes over 100 national and international lists, including key sources such as the Health and Human Services Department's office of Inspector General Exclusions List, Office of Foreign Assets Control (OFAC) Specially Designated Nationals List, Interpol Fugitives List, Federal Bureau of Investigation's (FBI) Most Wanted List, Food and Drug Administration's (FDA) Debarment List, Office of the Controller of the Currency's (OCC) Enforcement Actions List, and General Services Administration's (GSA) Excluded Parties List.

Q . What enhancements or other services will I have access to with backgroundchecks.com?

- A.** You will receive multiple opportunities for online demonstrations and videos to show you the backgroundchecks.com platform and additional information on services and functionality as well. In the meantime, we've created a dedicated website to help you stay up-to-date on all migration communications: www.backgroundchecks.com/backtrack.

Q . backgroundchecks.com offers other products/services that we are interested in adding to our program, can we add these as we migrate over?

- A.** backgroundchecks.com will migrate your program over to the backgroundchecks.com platform as closely as possible to what you have today. You can independently activate some enhanced products/services in your backgroundchecks.com account such as our email-based Pre Adverse Action & Adverse Action Notification service and the Self Order – Applicant Entry Invitations. Watch our videos to learn more about these offerings: <https://vimeo.com/221493123>, <https://vimeo.com/217720206>.

For more complex changes like adding new packages, you will need to work with your Team Management resource after the migration is complete.

Q . We are excited about what backgroundchecks.com has to offer and their technology, we would like to move to the new platform now. Can we do that?

- A.** Client migration schedules are based on product/service availability to minimize any program changes. Customers should only migrate at their designated time to ensure we do not negatively impact your background screening program.

Q . After I am migrated, how will I sign into backgroundchecks.com Platform?

- A.** After you are migrated over, you will receive your logins and temporary password to sign into the backgroundchecks.com system. We will also provide a job aid that will assist you in accessing the system and recorded training sessions to assist.

Q . Will I have to sign a new contract under backgroundchecks.com as part of the migration?

- A.** Yes. All backgroundchecks.com's Terms & Conditions are handled online. We will present the online Terms & Conditions to each user to be signed electronically upon the initial login to their new backgroundchecks.com account. You may also review our online Terms & Conditions at any time at: www.backgroundchecks.com/terms-and-conditions.

Q . Will I need to be credentialed again so I can access my credit reports and MVR's?

- A.** backgroundchecks.com will do some additional vetting to ensure our credentialing procedures are in place to ensure a compliant migration. Our goal is to complete this process behind the scene with no direct customer impact. However, if information is out of date, we may reach out for additional information as part of this process.

Q . How is billing handled in the backgroundchecks.com platform?

- A.** backgroundchecks.com offers 3 billing methods, Transactional Credit Card Billing, Monthly Credit Card Billing and Monthly Invoicing Billing. Your account has been preset to Monthly Invoicing Billing with a billing date of the 3rd of each month, but we will change it to a different date if you so request. We deliver invoices to you electronically and payment is due within 15 days after invoice date. You may to pay either by (a) sending a check or money order to our address for payment that is on the invoice, (b) sending a bank draft or wire transfer in compliance with instructions that our finance department provides you, or (c) a manual credit card transaction on our website. Your check or money order must draw on an account held at a U.S. bank and must not have a restrictive endorsement.

Q . What type of training will we get to know how to order and review results in the new system?

- A.** As part of our communication plan, you will receive recorded training sessions and job aids to assist you in maneuvering the backgroundchecks.com Platform. We will also be hosting live general sessions for you and your users to join to get comfortable with using the backgroundchecks.com Platform. You will receive the schedule in advance so you can select a training that works with your schedule and your time zone.

Q . I just processed an order before I was migrated that is still in process, where will I see that result?

- A.** If your order was processed in your legacy platform, you will receive your results on that platform. You will maintain viewing rights to your legacy platform for a period of time after you move to the backgroundchecks.com Platform to ensure you do not have any business disruption.

Q . I need to access a completed report that was processed on the Backtrack platform, how do I access these results?

- A.** You will maintain access to your legacy platform for a period of time to access your historical reports. After the migration, your historical reports will be moved to our Historical portal and we will provide you additional information when this is scheduled to happen for your program.

Q . I need help processing an order, who will I call to get customer support on the backgroundchecks.com Platform?

- A.** You will be provided your Team Manager information and Customer Service numbers during your scheduled migration. However, if you have a question prior to the migration, please contact the backgroundchecks.com Migration team at backtrack@backgroundchecks.com.