

# Guide to CICS Employment Services' Software

This guide will cover the following:

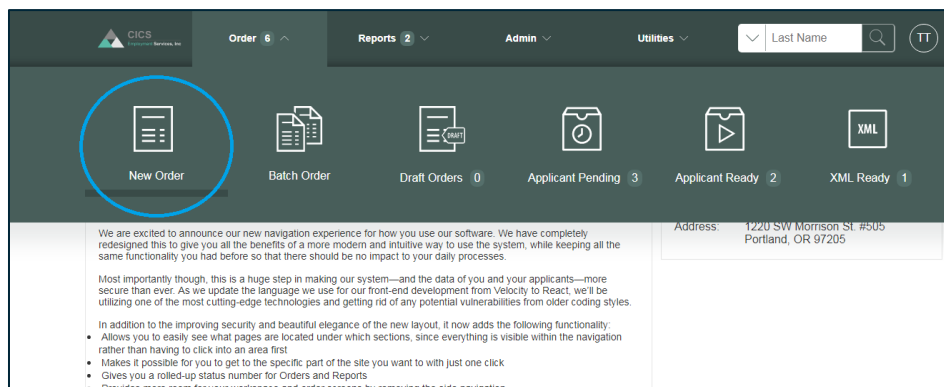
- Submitting a New Order
- Sending a Link for Applicant Entered Orders (QuickApp)
- Viewing Pending and Completed Orders
- Using the Report Decision Tool
- Document Library – Authorization Form Templates, Guides, etc.

Here is the link to the upgraded software: <https://criminalscreens.instascreen.net>

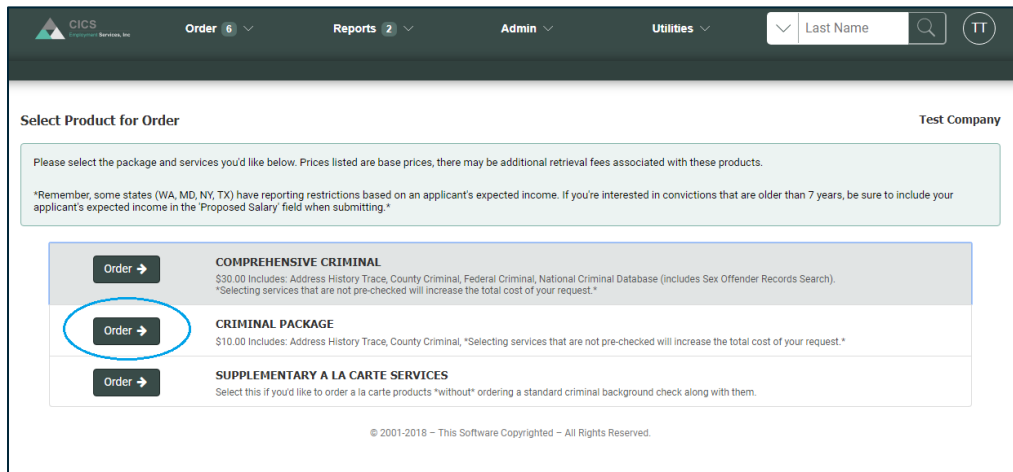
***\*Please note: Microsoft's Internet Explorer (IE) is no longer supported by Microsoft and isn't considered secure. Please be sure to use an up-to-date version of Edge, Chrome, or Firefox when trying to access the site.***

## SUBMITTING A NEW ORDER

From the home screen, hover over the **Order** tab and click **New Order**.



Select the package you would like to order. There is a description of each package under the package name.



**Select Product for Order** Test Company

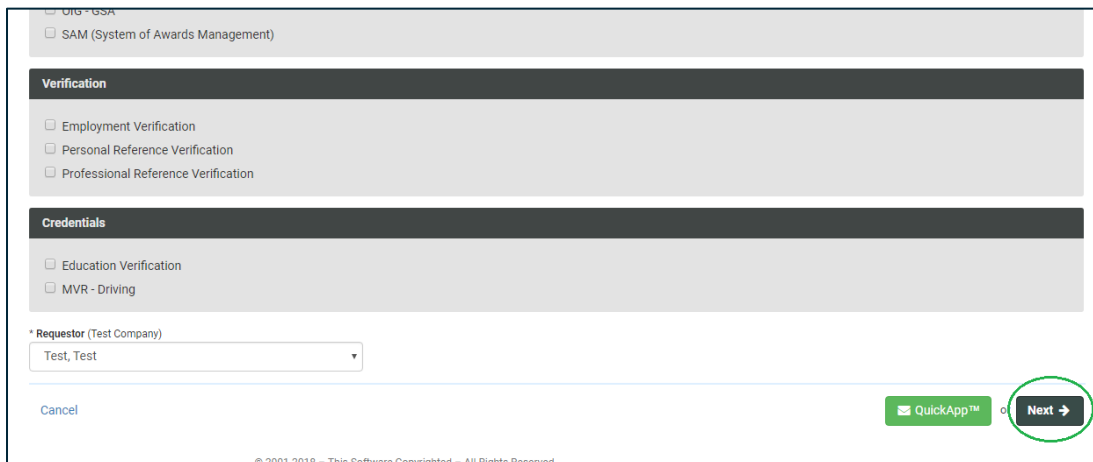
Please select the package and services you'd like below. Prices listed are base prices, there may be additional retrieval fees associated with these products.

\*Remember, some states (WA, MD, NY, TX) have reporting restrictions based on an applicant's expected income. If you're interested in convictions that are older than 7 years, be sure to include your applicant's expected income in the 'Proposed Salary' field when submitting.\*

|                |   |
|----------------|---|
| <b>Order →</b> | <b>COMPREHENSIVE CRIMINAL</b><br>\$30.00 Includes: Address History Trace, County Criminal, Federal Criminal, National Criminal Database (includes Sex Offender Records Search).<br><small>*Selecting services that are not pre-checked will increase the total cost of your request.*</small> |
| <b>Order →</b> | <b>CRIMINAL PACKAGE</b><br>\$10.00 Includes: Address History Trace, County Criminal, *Selecting services that are not pre-checked will increase the total cost of your request.*  |
| <b>Order →</b> | <b>SUPPLEMENTARY A LA CARTE SERVICES</b><br>Select this if you'd like to order a la carte products *without* ordering a standard criminal background check along with them.   |

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If you would like to add additional services to the package, select those on this page. Selecting services that are not pre-checked will increase the total cost of your request. Once you have selected all the services you would like to order, click **Next**.



☐ OIG - GSA  
☐ SAM (System of Awards Management)

**Verification**

☐ Employment Verification  
☐ Personal Reference Verification  
☐ Professional Reference Verification

**Credentials**

☐ Education Verification  
☐ MVR - Driving

\* Requestor (Test Company)  
Test, Test

Cancel QuickApp™ **Next →**

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Click **Accept Terms** to accept the Terms and Conditions.

**Certification**

Please review the following and acknowledge acceptance of the terms.

**Terms and Conditions**

By submitting this order, you specifically acknowledge and agree that your use of this service and the information contained herein or generated herefrom is subject to the express terms and conditions contained in your Service Agreement and that any information provided as a result of a search constitutes a consumer report as defined by **Fair Credit Reporting Act (FCRA) 15 USC 1681 et seq.** Further, you expressly certify:

(1) that any reports procured will be used for employment or tenant screening purposes only pursuant to FCRA Section 604(a)(3)(B);

(2) that prior to procuring said report, a clear and conspicuous disclosure has been made to the applicant, in a document consisting only of said disclosure, that a report might be obtained for employment purposes AND that the applicant has authorized, in writing, the procurement of said report;

(3) that prior to taking any adverse action, based in whole or in part upon said report, you will provide to the applicant a copy of the report and the Federal Trade Commission's publication, A Summary of Your Rights Under the Fair Credit Reporting Act;

(4) that said report will not be used in violation of any applicable Federal or State law or regulation including those specifically governing equal employment opportunity; and

(5) that precautions necessary to secure any system used to access this service will be taken.

**Accept Terms** Cancel

Enter the applicant's information on this page and click **Next**.

**Applicant**Test Company - Comprehensive Criminal  
Order Entry step 1 of 6

Reference:  Position/Title:  Proposed Salary:  Employment State:  Cost Code:  Job Code:

**Applicant Info**

Please provide the applicant's **legal name** as shown on a driver's license or other government issued identification.

\* Last Name:  \* First Name:  Middle Name:  Generation:  \* SSN:  \* DOB:

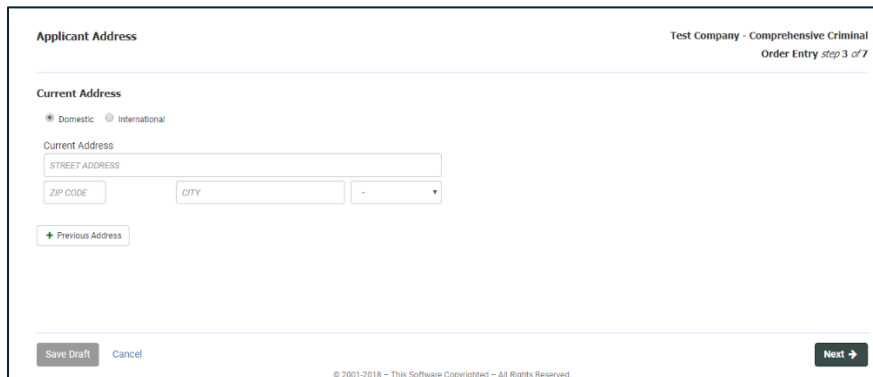
Phone Number:  E-mail Address:  Driver License No.:  DL State:

Cancel **Next ➔**

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Enter the applicant's current address as well as any previous addresses you would like searched. Click **Next**.



**Applicant Address** Test Company - Comprehensive Criminal Order Entry step 3 of 7

**Current Address**

☐ Domestic ☐ International

Current Address

STREET ADDRESS

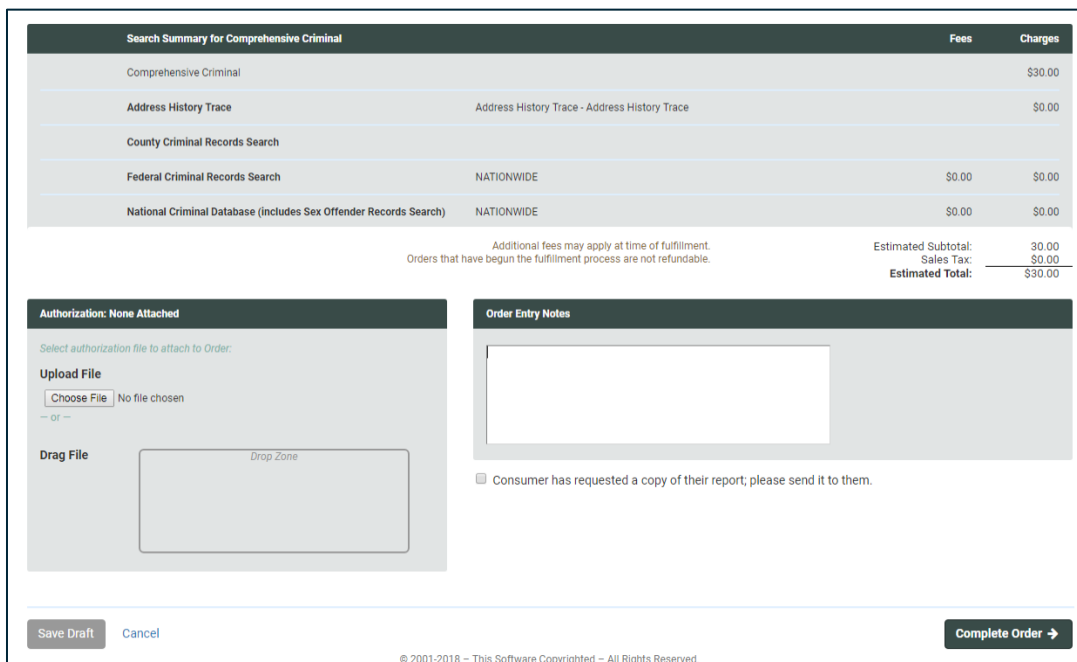
ZIP CODE CITY -

[+ Previous Address](#)

[Save Draft](#) [Cancel](#) [Next](#)

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This page shows the order summary and is where you can add an **Authorization Form** or **Order Entry Notes**. To upload a form, click **Choose File** and select the file(s) or drag the file(s) to the **Drag Zone**. When you are ready to submit the order, click **Complete Order**.



| Search Summary for Comprehensive Criminal                         |            | Fees  | Charges |
|---|------------|---|---------|
| Comprehensive Criminal  |            |   | \$30.00 |
| Address History Trace   |            | Address History Trace - Address History Trace |         |
|   |            |   | \$0.00  |
| County Criminal Records Search                                    |            |   |         |
| Federal Criminal Records Search                                   | NATIONWIDE | \$0.00  | \$0.00  |
| National Criminal Database (includes Sex Offender Records Search) | NATIONWIDE | \$0.00  | \$0.00  |

Additional fees may apply at time of fulfillment.  
Orders that have begun the fulfillment process are not refundable.

Estimated Subtotal: \$0.00  
Sales Tax: \$0.00  
**Estimated Total: \$30.00**

**Authorization: None Attached**

Select authorization file to attach to Order:

**Upload File**

[Choose File](#) No file chosen

— or —

**Drag File**

Drop Zone

**Order Entry Notes**

☐ Consumer has requested a copy of their report; please send it to them.

[Save Draft](#) [Cancel](#) [Complete Order](#)

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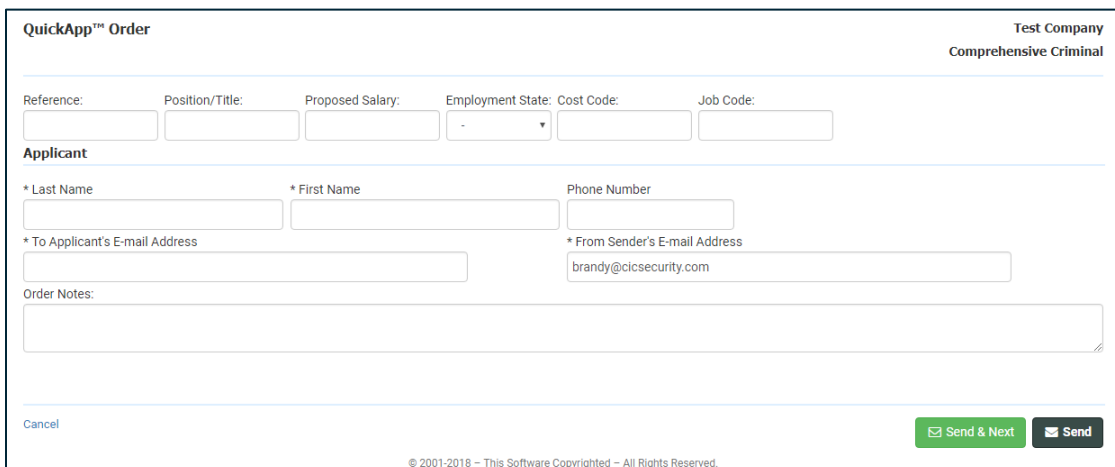
## SENDING A LINK FOR APPLICANT ENTERED ORDERS (QUICKAPP)

If you would like to send a link to the applicant to complete the order information, click QuickApp after you have selected the package you would like to order.



A screenshot of a web form titled "QuickApp". It features three sections of checkboxes: "OFAC", "OIG - GSA", and "SAM (System of Awards Management)" at the top; "Verification" with "Employment Verification", "Personal Reference Verification", and "Professional Reference Verification" below it; and "Credentials" with "Education Verification" and "MVR - Driving" below it. A dropdown menu for "\* Requestor (Test Company)" is set to "Test, Test". At the bottom right, there are two buttons: "QuickApp™" (highlighted with a green circle) and "Next →". A "Cancel" link is at the bottom left.

Enter the applicant's name and E-mail address that you would like to send the link. Hit **Send** to send to the applicant. If you have multiple applicants that you would like to have enter their orders, hit **Send & Next** to send to the current applicant and to enter the next applicant's information.

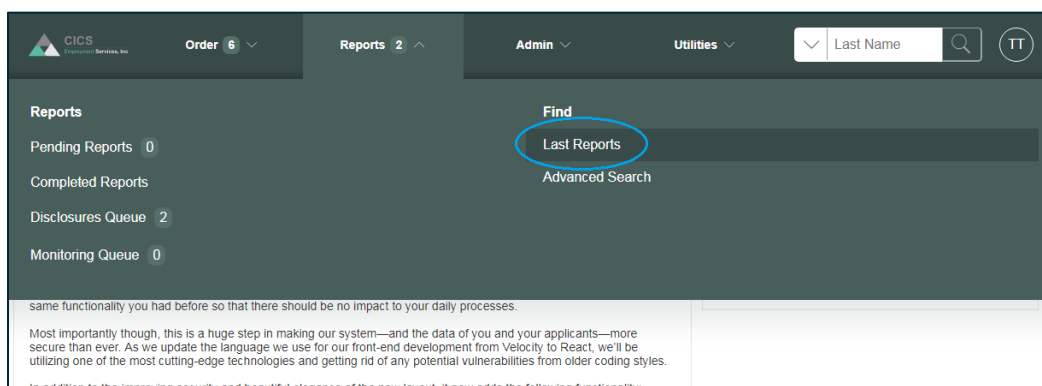


A screenshot of the "QuickApp™ Order" form. The top right corner displays "Test Company" and "Comprehensive Criminal". The form includes fields for "Reference:", "Position/Title:", "Proposed Salary:", "Employment State:" (a dropdown menu), "Cost Code:", and "Job Code:". Below these is the "Applicant" section with fields for "\* Last Name", "\* First Name", "Phone Number", "\* To Applicant's E-mail Address", and "\* From Sender's E-mail Address" (pre-filled with "brandy@cicsecurity.com"). There is a large "Order Notes:" text area. At the bottom, there are "Cancel", "Send & Next", and "Send" buttons. A copyright notice "© 2001-2018 - This Software Copyrighted - All Rights Reserved." is at the very bottom.



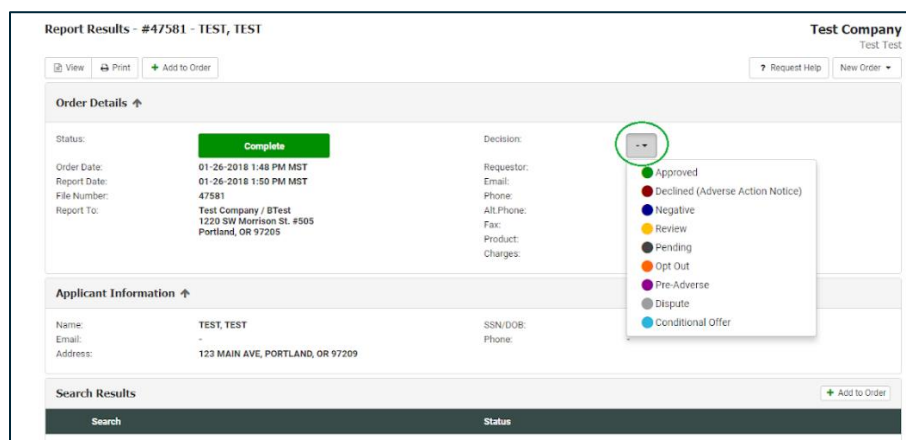
## VIEWING PENDING AND COMPLETED ORDERS

To view orders that have been submitted or are completed, hover over the **Reports** tab and click **Last Reports**. To view reports that are in submitted status, click **Pending Reports**. To view reports that have been completed and not yet viewed, click **Completed Reports**.

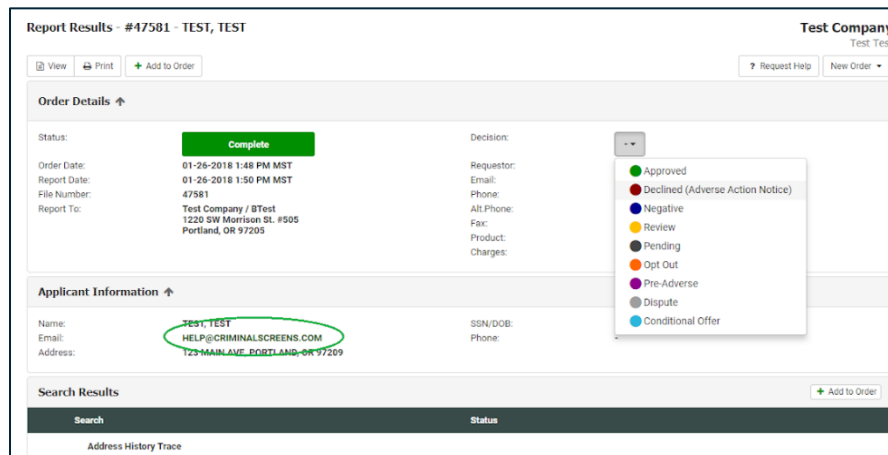


## USING THE REPORT DECISION TOOL

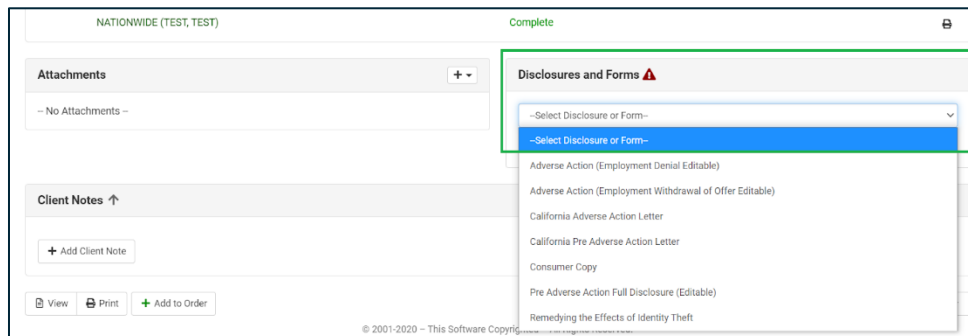
The Report Decision Tool can be accessed by clicking on an applicant's order from the ORDER tab. Click the dropdown next to Decision to select the decision for the applicant.



**For Electronic Adverse Action Services, the applicant's E-mail address is required.** To send a Pre-Adverse Action Notice or an Adverse Action Notice via E-mail to the applicant, Click the *Pre-Adverse* or *Declined (Adverse Action Notice)* Decision and you will be prompted to send the notice to the applicant's entered E-mail address.

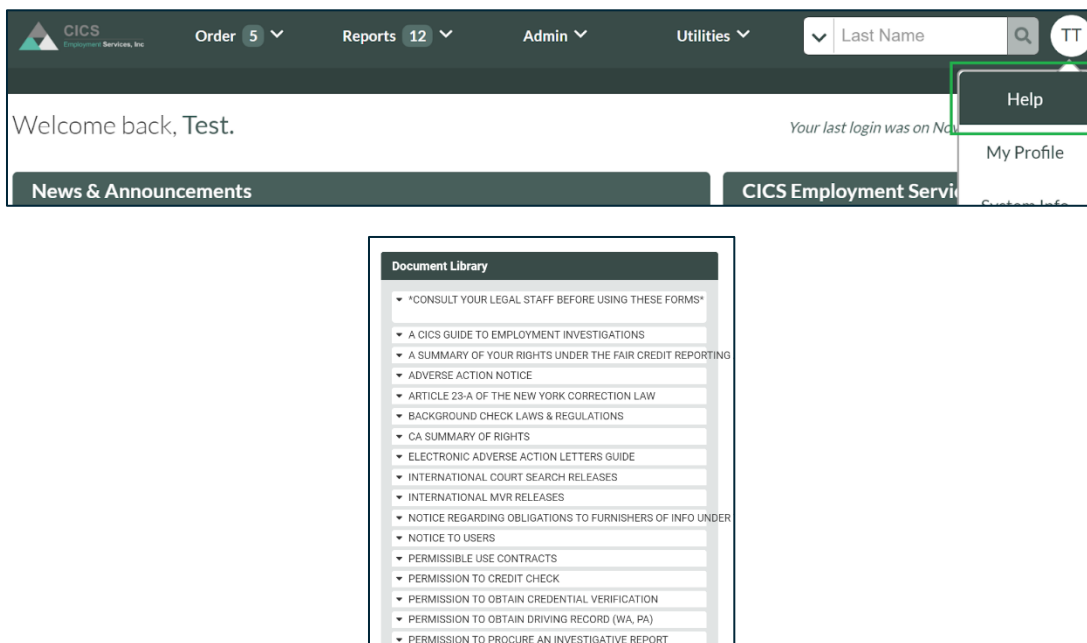


The disclosures and forms can also be accessed under the **Disclosures and Forms** section towards the middle of the applicant's report.



## DOCUMENT LIBRARY - AUTHORIZATION FORM TEMPLATES, GUIDES, ETC.

To access our Document Library that includes templates for various authorization forms (ie. Permission to Procure an Investigative Report, required driving record authorization forms, etc.) and guides, click on your initials in the top-right corner of the screen and select **Help**. This will open a new window with the documents.



The screenshot shows the CICS user interface. At the top, there is a navigation bar with the CICS logo, "CICS Employment Services, Inc.", and several dropdown menus: "Order 5", "Reports 12", "Admin", and "Utilities". A search bar with "Last Name" and a magnifying glass icon is on the right, next to a user profile icon labeled "TT". Below the navigation bar, a welcome message says "Welcome back, Test." and "Your last login was on Nov 14, 2020 at 10:00 AM". A "News & Announcements" section is visible on the left. On the right, a dropdown menu is open, showing options: "Help", "My Profile", and "Custom Info". The "Help" option is highlighted. Below this, a "Document Library" window is displayed, listing various documents and guides, including "A CICS GUIDE TO EMPLOYMENT INVESTIGATIONS", "A SUMMARY OF YOUR RIGHTS UNDER THE FAIR CREDIT REPORTING", "ADVERSE ACTION NOTICE", "ARTICLE 23-A OF THE NEW YORK CORRECTION LAW", "BACKGROUND CHECK LAWS & REGULATIONS", "CA SUMMARY OF RIGHTS", "ELECTRONIC ADVERSE ACTION LETTERS GUIDE", "INTERNATIONAL COURT SEARCH RELEASES", "INTERNATIONAL MVR RELEASES", "NOTICE REGARDING OBLIGATIONS TO FURNISHERS OF INFO UNDER", "NOTICE TO USERS", "PERMISSIBLE USE CONTRACTS", "PERMISSION TO CREDIT CHECK", "PERMISSION TO OBTAIN CREDENTIAL VERIFICATION", "PERMISSION TO OBTAIN DRIVING RECORD (WA, PA)", and "PERMISSION TO PROCURE AN INVESTIGATIVE REPORT".

If you have any questions, please contact us at [help@cics.team](mailto:help@cics.team) or (800) 660-0507. More guides and support documents can be found on the News and Announcements section of the front page, the "Help" section of your account, or on the [Employer Resources](#) section of our website.

