

Sterling Talent Solutions User Guide

Login

Navigate to our client login page either via our website www.sterlingtalentsolutions.co.uk or by clicking directly on the link below.

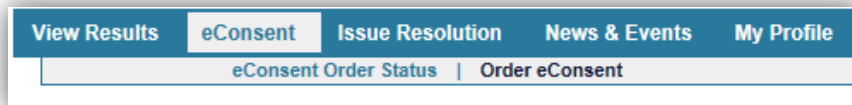
<https://webclient.backcheck.net/Login.aspx>

Login using the credentials provided to you. Note: Your username and password are case sensitive.

Upon first login, you will be requested to setup two security questions which you will be required to answer if you call Sterling Talent Solutions to discuss any aspect of your account or screening requests.

eConsent

eConsent is our ordering and candidate data entry system. To access eConsent, click on the **eConsent** tab.



Placing an Order

Click on the **Order eConsent** link. To begin placing an order, first complete the **Tell Us About Your Candidate** section. Please provide the candidate name exactly as it is displayed on their government issued documentation (e.g. passport, driving license, etc.)

Tell Us About Your Candidate

Language	English / English
*First Name	
*Last Name	
*Email	
*Position Applied For	
DBS Approved Position	Select <i>If the DBS approved position you are looking for is not in the list, please contact your Account Coordinator at BackCheck.</i>
*Invitation Template	Select Invitation Template Preview

The DBS dropdown menu will only appear if you will be ordering either a UK standard or enhanced criminal check.

Unless you have multiple invitation templates configured, you will only need to select **Default Invite** from the Invitation Template dropdown.

The **Order Information** section contains prepopulated information regarding your account and login profile. You will need to select a **Location** for each order, even if your account only has one location configured.

Order Information	
Company	Test Company
Location	Select Location ▼
Ordered By	Valerie Smart
Contact Phone Number	416 555-9999
Email Results To	valerie@company.com

The fields which appear in the **Additional Information** section can be tailored to suit your company's individual needs. For example, Cost Centre, PO number or candidate start date fields amongst others can be added if required.

Additional Information	
*Hiring Manager	
*Cost Center	
*Comments	

In the **Select Services** section, you are required to specify the screening services you wish to conduct on your candidate. You can either choose a preconfigured package from the **Select Package** dropdown or build an order from scratch using the à la carte options. Alternatively, you can do both - first select a package and then add additional services to the order.

Select Services	
Select Package	▼
Service	
☐	Activity and Gap Verification 5 Year Gap 28d DC
☐	Adverse Media Search
☐	Australia Bankruptcy Search
☐	Australia Criminal Record Check
☐	Basic Criminal Disclosure - UK

Depending on the services requested, you may be required to upload documents before you place the order. This can be done using the **Upload Supporting Documents from your Computer** section.

The order is complete when you click on the **Submit** button at the bottom of the page. Once the order is submitted, an email is automatically sent to your candidate containing a link through which they can access eConsent and provide their information.

If you have ordered the “Client ID Verification” version of the UK basic criminal check then after clicking **Submit** you will be taken to another screen through which you will be asked to provide information on the identity documents you have used to confirm your candidate’s identity in order for this check to be processed.

eConsent Order Status

Once you have submitted an order, the status of the candidate’s progress through eConsent can be tracked by going to the **eConsent Order Status** page. At this stage, the order can be cancelled by clicking on **Cancel**. It is also possible to resend the email invitation to a different email address by clicking **Resend**.

A full list of the statuses and their definitions can be accessed by clicking on **View Status Definitions**.

View eConsent Orders

Welcome Laura Andrews. View the progress of your eConsent orders below.

Search ▼

First Name: Last Name:

Email: Status:

[Clear Search Criteria](#) [Search](#)

Note: The orders displayed below have been initiated within the last 30 days. [View Status Definitions](#)

Display orders per page.

Showing 1 to 5 of 5 orders.

Candidate	Ordered	Email	Status	Completed
☒ Adam Devine	02-Dec-2015	laura.andrews@sterlingbackcheck.co.uk	Submitted	02-Dec-2015
☒ test test	10-Dec-2015	laura.andrews@sterlingbackcheck.co.uk	Reminder Sent	Cancel Resend

Once a candidate’s eConsent order status changes to **Expired**, the only way to reinitiate the order is by completing the order process again on the **Order eConsent** page. You can reset the expiry countdown at anytime by clicking on **Resend**.

Once your candidate has completed their eConsent application, you are able to download copies of the responses they have provided and any documentation they have uploaded by clicking on the + button next to the candidate’s name. Please note that this page only covers the stage where your candidates are providing initial information to us to complete the requested services.

Candidate	Ordered	Email	Status	Completed
☒ Test File	19-Dec-2012	dmamiso@backcheck.co.uk	Submitted	19-Dec-2012
Completed Forms	Candidate.pdf			
Client Files				
Candidate Files	ID Documents.doc			

View Results

The **View Results** page is where you can view the screening progress for each of your candidates.

When you first access the View Results page, you are presented with a list of the screening cases that you are authorised to see and that have been initiated within the last 10 days. To view files older than 10 days, tick the box next to **Ordered Between** and change the date range as required. You can also search for a specific candidate by entering their name when searching.

View Results

Welcome Laura Andrews. View the results and status on files below.

Search for a File

First Name
Last Name

Ordered Between
☐
01-Jul-2013
And
27-Jan-2015

Completed Between
☐
17-Jan-2015
And
27-Jan-2015

Search

Clicking on **Advanced Search** will present additional options and filters you can use to narrow down your search.

Advanced Search

Contact
(Select)
Location
(Select)

Project Code
(Select)
File Status
(Select)

Not Clear Results
☐
File Number

Clear Search Criteria

Search results are presented at the bottom of the screen. Results are annotated with several icons which dictate the status of each screening service.

Legend

Green
Red
Amber
Waiting for Missing Information

In Progress
Not Required
Defer
Cancelled

Services and Instances with light blue shading are complete

	Green / Amber / Red	Risk score flag assigned to service
	Waiting for Missing Information	Information required to proceed with service
	In Progress	Service in progress
	Not Required	Service been deemed no longer required
	Defer	Service deferred
	Cancelled	Service cancelled

There are two levels of screening report available for each candidate; **Quick Summary** and **Detailed Report**. The links to each are available underneath each individual candidate screening record.

Matthew COLLINS	11-Jun-2014	REBECCA ROBINSON	Bristol Depot	Chemical Plant Engineer	In Production
Basic Criminal Disclosure - UK					
ID Verification - UK					
Right to Work Document Verification - UK					
Activity and Gap Verification		 Bristol Chemical Plant			
View Quick Summary View Detailed Report					

The **Quick Summary** provides an overview of your candidate's screening file and the status or result of each service. The **Detailed Report** provides more in depth information on individual service progress and results and will contain details of any discrepancies found.

Results (Detailed)	
Basic Criminal Disclosure - UK	
Risk Score: 	
Risk Score Comment: This service is Red as a result of the client's criteria. Please see the final report for more details.	
Based on the identification information provided by the subject, the result of a search of the Police National Computer suggests that there may be a criminal record in existence.	
Disclosure Information	
Disclosure Number	112233445566
Date of Issue	04-JUN-2014
Criminal Disclosure Declaration Consistency Statement	The declaration of the convictions made by the candidate is NOT consistent with the information released on the Criminal Disclosure Certificate. Please see candidate's consent forms for details.
Convictions	
Date	21-SEP-2012
Court	South West London Magistrates Court
Offence	In charge of a mechanically propelled vehicle whilst unfit through drink or drugs (Drink)
Disposal	Fine £525.00, Driving licence endorsed 10 penalty points, Costs £85.00, Victim surcharge £15.00

Any documents that we have on file for your candidates will be accessible via the **View Documentation** dropdown, including the candidate's eConsent form responses.

View Documentation	View	Consent Form.pdf	▼
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If you have any questions please contact our client care team on customersupport@sterlingts.co.uk or call us on +44 (0) 208 741 0000 (option 1).