Client Hub User Guide

Sterling | July 2023

Confidential & Proprietary Statement

Accelerate time-to-hire by managing daily screening tasks with ease

At Sterling, we've made it our mission to provide the foundation of trust and safety our clients need to create great environments for their most essential resource, people.

Sterling is committed to simplifying how people engage throughout the screening process from start to final decision. Built with feedback from HR professionals like yourself in mind, our modern, easy-to-use, intuitive Client Hub has been specifically designed to help manage your daily workload with ease and accelerate your time-to-hire.

HERE'S HOW STERLING DELIVERS A HEIGHTENED CLIENT EXPERIENCE:

- A modern, mobile-responsive design that's accessible anytime, anywhere
- A permission-based hub allows you to view only the orders that are relevant to you
- An intuitive order pipeline that's easy to navigate
- Easily assign, unassign or reassign orders and invites
- Conveniently review alerts and updates without ever having to leave your dashboard
- An easy-to-read and actionable order manager with color-based results and collapsible / expandable search details

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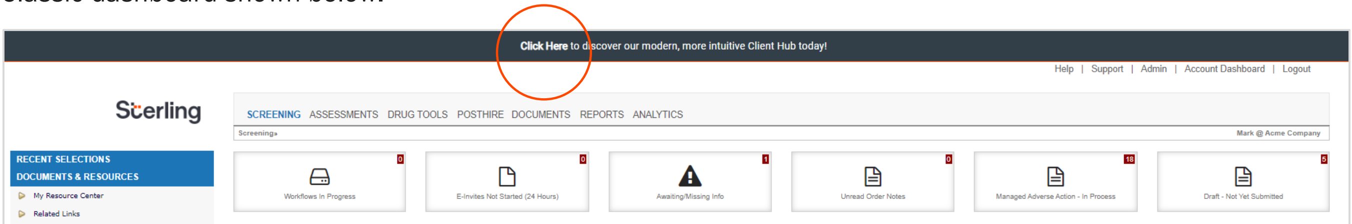
Accessing Client Hub

You can conveniently access your Sterling account via the Client Hub by entering your username and password on our main login page. We encourage you to bookmark this site to easily access your account moving forward. For more information on the login process, please refer to the Client Hub Login User Guide that corresponds to your account set-up configuration: Single Sign-On (SSO), SAML SSO, or Multiple Accounts.

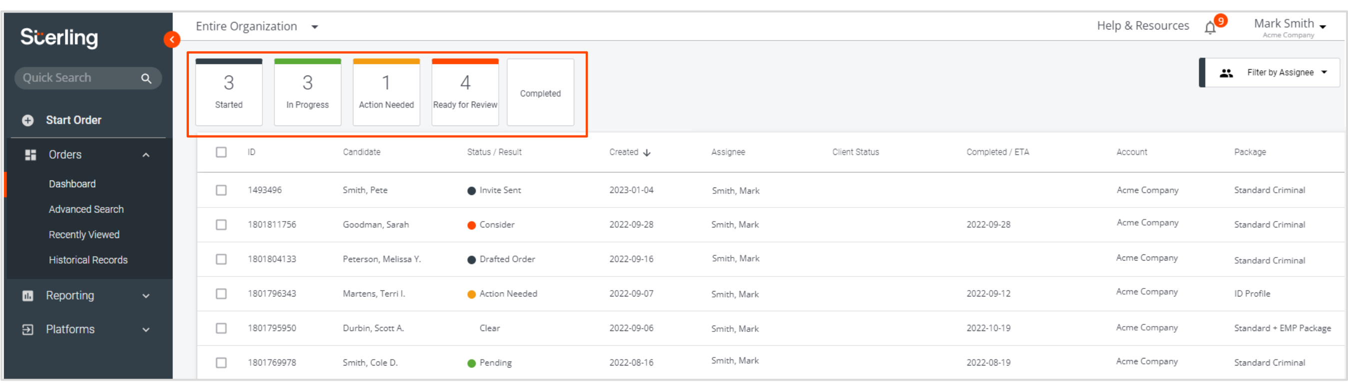
Additionally, you can also view the Client Hub by selecting the Click Here in the banner across the top of the Classic dashboard shown below.



Client Hub Dashboard View

Once you access the Client Hub, you will see an intuitive order dashboard with front-and-center, real-time order status and results.

Order Pipeline: Located at the top of the Sterling Hub dashboard, there are a series of tiles that group your orders by their respective status/result. As shown below, these tiles are labeled Started, In Progress, Action Needed, Ready for Review, and Completed. You can click on these tiles to view your orders that are in a particular status/result in more detail. The data shown in each tile will go back 13 months.



PLEASE NOTE **If you hire within the U.S., you may see an additional Adverse Action Process tile. Please click here to read more US-specific feature details, like Adverse Action.**

Started: Clicking on the Started tile will display all Invites and Drafted Orders that have not been submitted for fulfillment. Within this view, you will be able to drill down and see Drafted and Invite status information:

- **Invite Queued:** Invite has been created via an integration link, a Portal Code, or has not generated an email to the candidate.
- **Invite Sent:** Invite has been created but the candidate has not yet opened the invitation.
- **Invite Incomplete:** The candidate accepted the invitation but has not yet completed data entry.

- **Invite Ready**: The candidate's data entry is complete, but you have not yet submitted the order.
- **Drafted Order**: Order has been started but you have not yet submitted to Sterling for processing.

In Progress: Clicking the In Progress tile will display all orders that are pending and in the process of being fulfilled by Sterling.

Action Needed: Clicking the Action Needed tile will give you access to a centralized location to view pending orders that have any open requests that require some kind of action to be taken from either the candidate or yourself for the order/search to continue being processed.

Ready for Review: Clicking on the Ready for Review tile will display orders that are completed and have an order level result of Consider, Review, Level 2, and/or Level 3. The results shown will vary depending on your account configuration, as indicated below:

If you don't utilize Sterling Client Matrix Application:

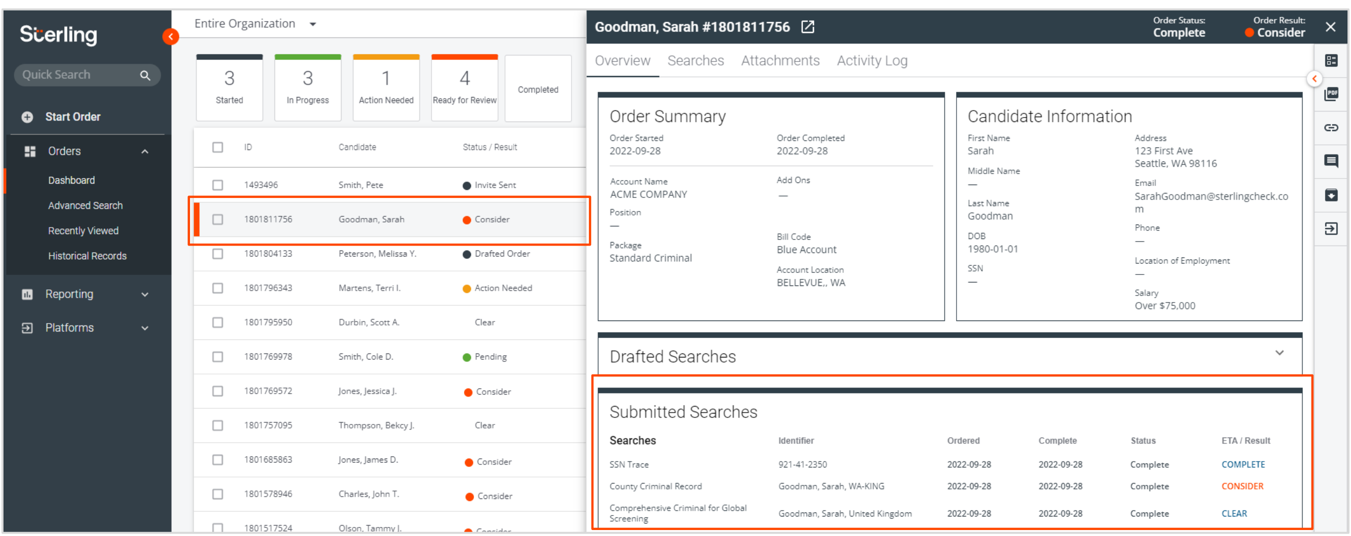
- **Consider:** Fulfillment is complete, and one or more findings were listed.

If you utilize Sterling's 2 level Client Matrix Application:

- **Review:** Fulfillment is complete, and one or more findings were listed.

If you utilize Sterling's 3 level Client Matrix Application

- **Level 2:** Fulfillment is complete, and one or more finding were listed.
- **Level 3:** Fulfillment is complete, and one or more finding were listed.



There are also two sets of circumstances where an order would display a Hold status.

- **If you are enabled for CMA and your matrix includes Unperformable Searches.** If the order is completed but one or more searches is scored as unperformable either due to an unresponsive candidate and/or other entity, or an entity is closed, and we are unable to verify.
- If an order is placed on hold manually by Sterling's operations team, either at your direct request or for another reason.

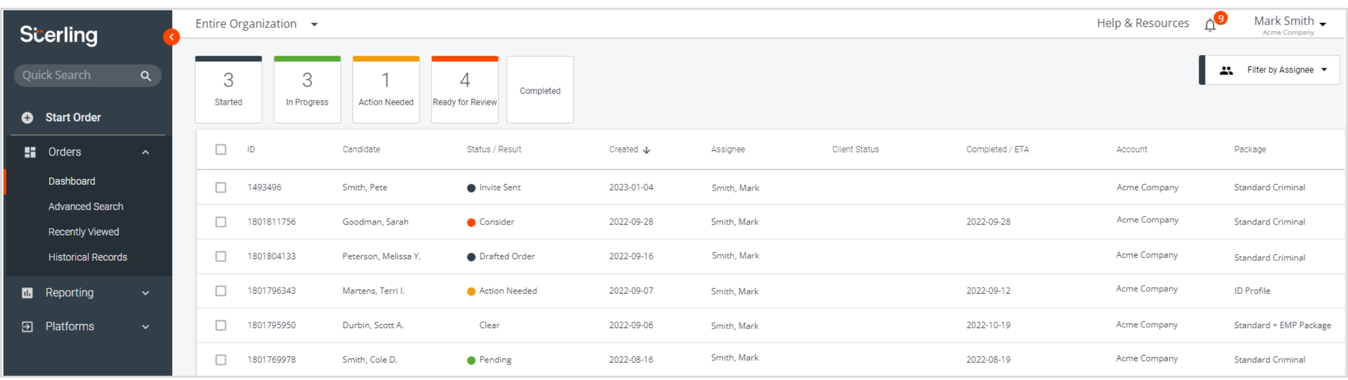
Completed: Clicking on the Completed tile will display orders that are completed and have an order level result of Clear, Pass, or Level 1. The results shown will vary depending on your account configuration, as indicated below:

- **Clear:** Fulfillment is complete and order level results is Clear
- **Pass:** Fulfillment is complete and order level result is Pass
- **Level 1:** Fulfillment is complete and order level result is Level 1

PLEASE NOTE **Archived Orders, Expired Invites, Canceled Invites, and Archived Invites can be accessed via Quick Search or Advanced Search.**

Order Grid: Directly under the Order Pipeline, you will see the invite/order grid. From this grid, you can click on a row to view either the Invite Manager or Order Manager. Some of the columns within the order grid can be selected to sort data by different criteria, including Candidate, Created, Assignee, Account, and Package.

If you are enabled for Client Status, this will be visible within your order grid and can be sorted accordingly.

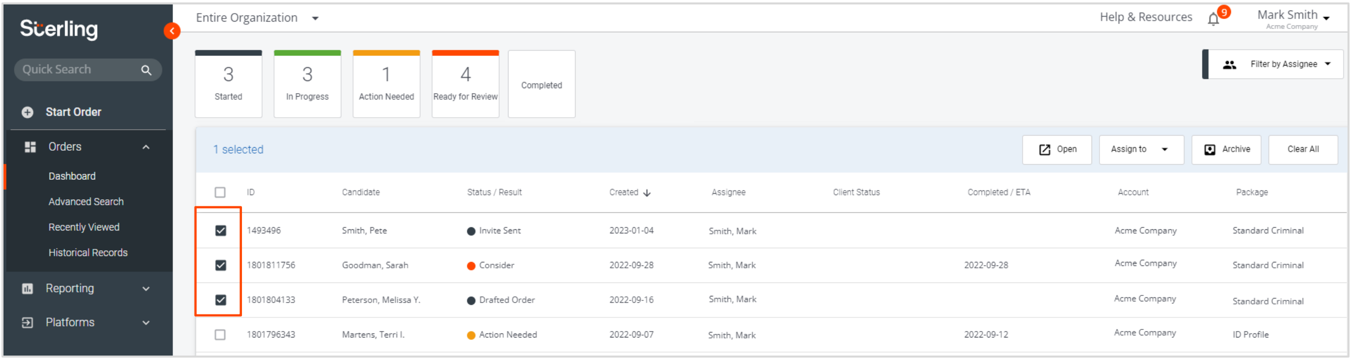


PLEASE NOTE **For more in-depth invite and order features, please download the following User Guides:**

[Invite Manager User Guide | Order Manager User Guide | Manual Order User Guide]

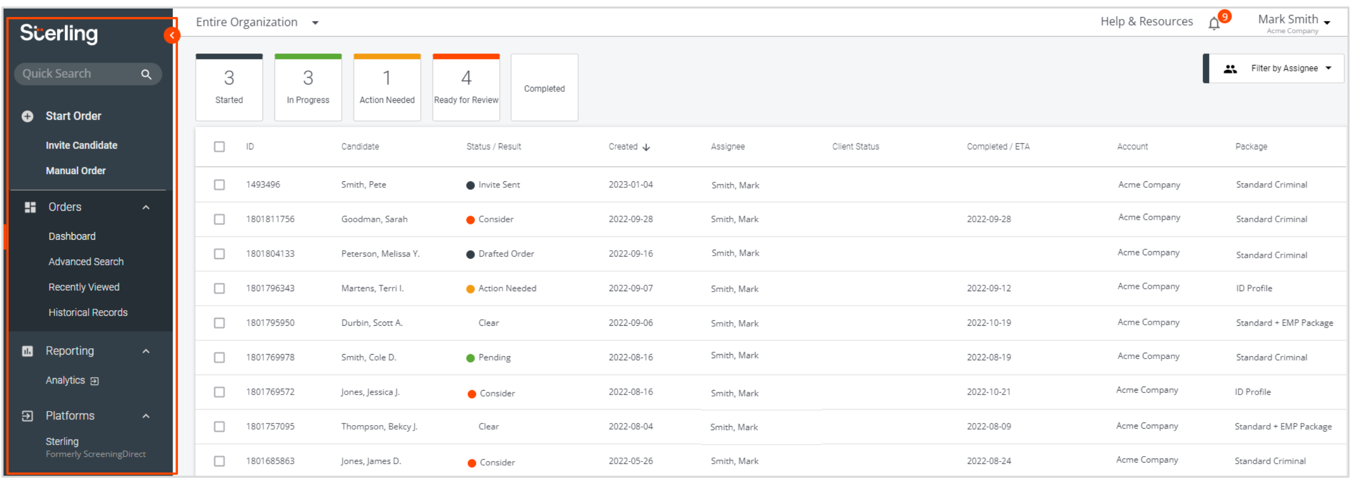
If you want to make a bulk action, you can select the checkbox next to any corresponding invite/order, and four buttons will appear at the top of the screen that give you the option to bulk open, archive, assign, and/or unassign the selected items.

- **Open:** Clicking Open allows you to select two or more invites/orders to open within the drawer view and take further action.
- **Assign To:** Clicking Assign To allows you to select two or more invites/orders and assign them to a user within your organization.
- **Archive:** Clicking Archive allows you to select two or more invites/orders that you want to move into an archive state.
- **Clear All:** Clicking Clear All will clear the selections that you have made.



Left Navigation Options

To the left of the Sterling dashboard, you will see multiple tabs listed. When clicked, these tabs allow you to easily navigate between different areas of the Client Hub.



Start Order

- **Invite Candidate**: Clicking Invite Candidate will allow you to create a new background screening invite. This process supports the creation of a single or bulk invite upload.
- **Manual Order:** Clicking Manual Order will allow you to create a new background screening directly within the platform using the candidate's information.

Orders

- **Dashboard:** Clicking Dashboard will reset any filters and/or other sorting criteria that had been previously selected in the Order Grid. Selecting this option will also return you to the main Dashboard view, if you have been working in another tab.
- **Advanced Search:** Clicking Advanced Search will allow you to drill down to the order/invite data that you find most relevant.
- **Recently Viewed:** Clicking Recently Viewed will allow you to see the last 15 invites/orders that you have viewed in a central view.

- **Historical Records:** Clicking Historical Records will allow you to view completed order data, including orders that were completed on a legacy platform.

Reporting: If your Sterling account is configured for Analytics Hub access, clicking Reporting will reveal a sub-tab called Analytics. Clicking the Analytics sub-tab will open a new browser window where you will be prompted to enter your Analytics Hub credentials.

Platforms: If your Sterling account has recently been upgraded to Client Hub, clicking Platforms will allow you to access your previous account interface.

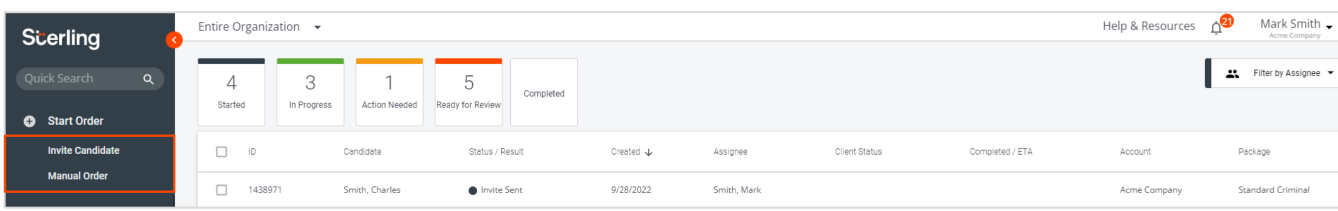
PLEASE NOTE — **If you hire within the U.S., you may utilize Sterling I-9 or Onboarding services. Please click here to read more information about U.S. specific features.**

Creating an Invite in the Client Hub

You can create a screening invite for a candidate or submit information on a candidate's behalf from the Start Order menu in the left navigation bar.

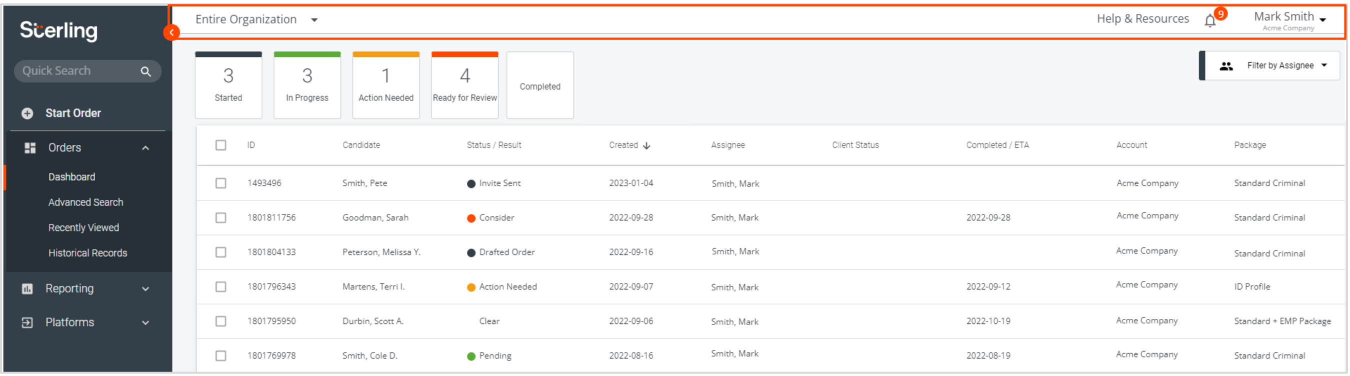
Invite Candidate: Clicking Invite Candidate will take you to a New Order Setting card where you can start the invite creation process. To walk through how to create an invite in the Client Hub in detail, please download the Invite Manager User Guide.

Manual Order: Clicking Manual Order will take you to a New Order Setting card where you can start the draft order creation process. To walk through how to create a Manual Order in Client Hub in detail, please download the Manual Order User Guide.

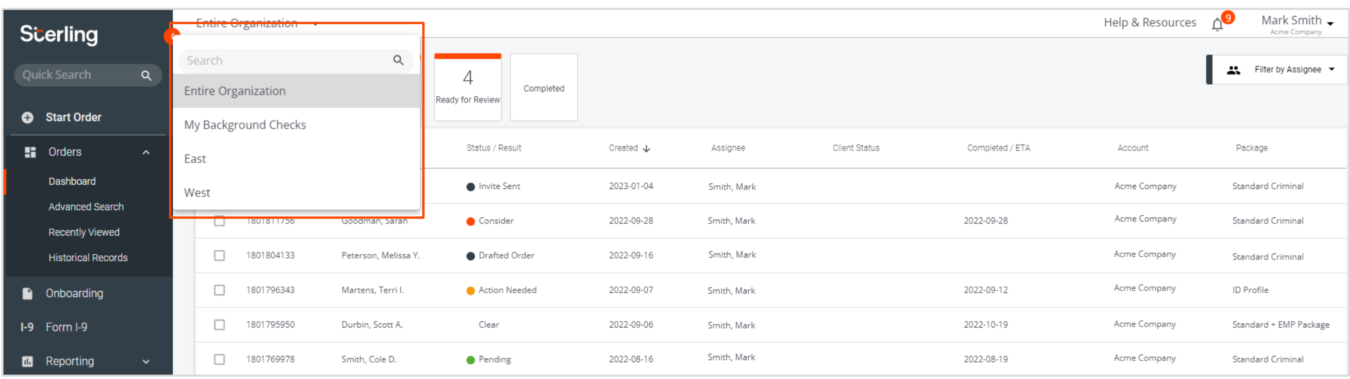


Top Navigation Options

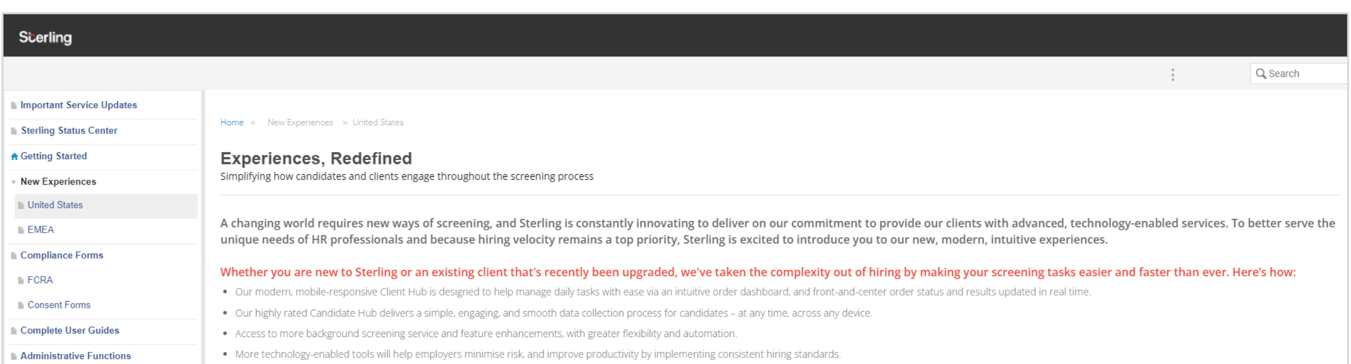
Across the top of the Client Hub, you will see navigation options which will allow you to select different organization views, access Help & Resources, view alert notifications, and access your user Account Dashboard.



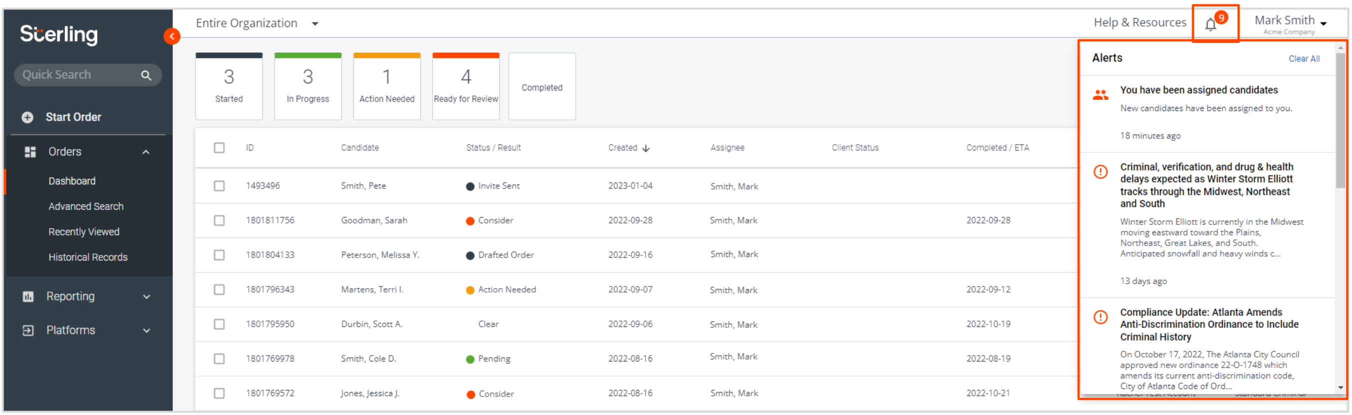
View Organization: The View Organization feature allows users to access customized views that have been set up within their organization for order and invites. Based on your access level, you will also have default views configured. For example, if you are set up as a super user, you will have access to all orders and invites and your default view will be Entire Organization. If you are set-up as a non-super user, your default view will only show orders and invites that you personally have initiated, and your default view will be My Background Checks. Users may also configure a custom default in their user profile.



Help & Resources: Clicking Help & Resources will take you to a portal where you can easily access helpful content such as answers to commonly asked questions, sample documents, and user guides.

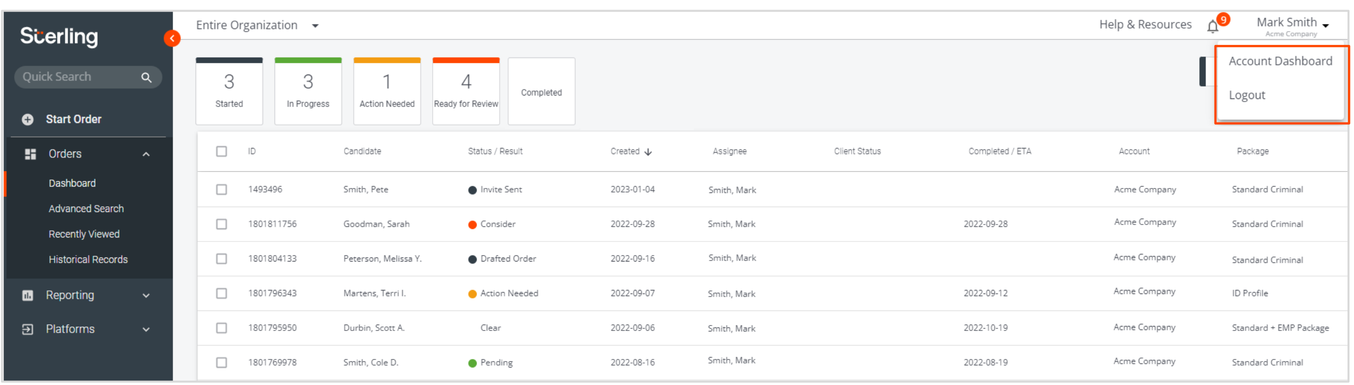


Alert Notifications Icon: The Alert Notification icon allows you to conveniently review system alerts and important updates without having to leave your dashboard. The alert icon drop down includes notifications from the screeningdirect.info site, as well as new assignments from the Assignee function. If a general alert is selected, a pop up will display additional details. If an assigned alert is selected, your order grid view will update to show all invites and orders assigned to you. If you select the Clear All located on the top right of the drop down, all notifications will be removed.



User Drop Down: The first and last name of the individual currently using Client Hub will be displayed in the upper right-hand corner. The Account Dashboard tab will route you back to the Account Dashboard where you can select other linked accounts for your user credentials.

When you select Logout, you will be logged out of all Sterling platforms connected to the new Account Dashboard.

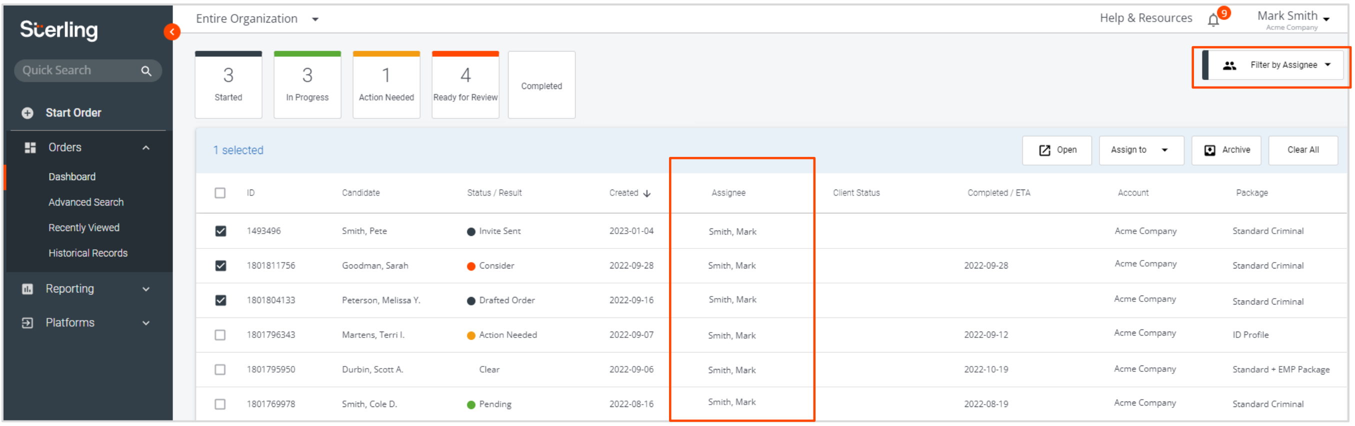


Case Management

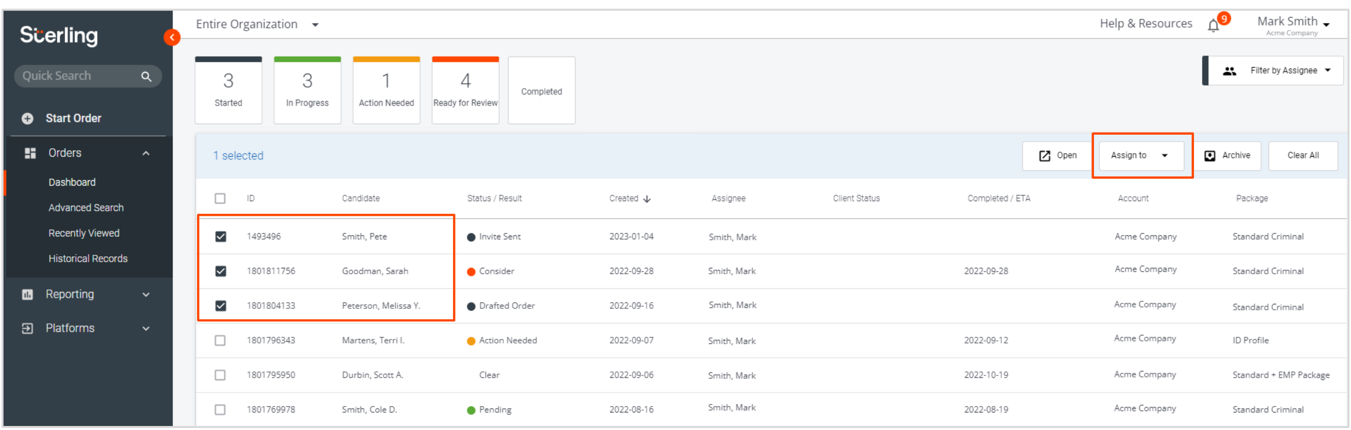
The Case Management feature allows you to conveniently assign, unassign and reassign orders and invites within the Client Hub.

The dashboard column Assignee will display the name of the individual who is assigned to an order/invite. The assignee can be different then the user who created the order/invite, but your account can be configurated to auto-assign an invite/order to the user who created it. The designation “unassigned” will show for any unassigned orders or invites.

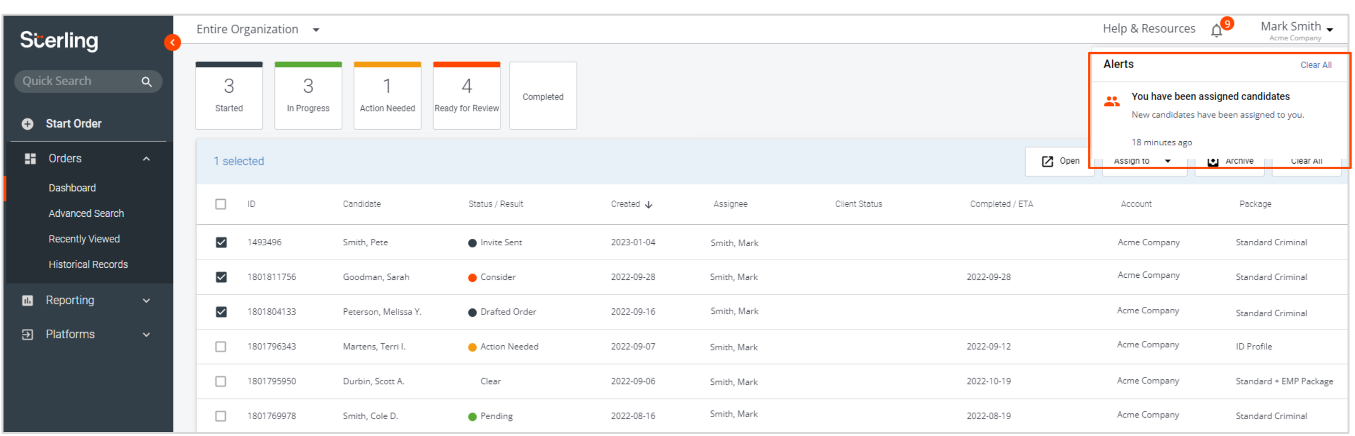
If you click on the Filter by Assignee drop down, you can select yourself or another member of your team, view that individual’s assigned orders/invites, and assign items to yourself or other users. This drop down also contains the option to filter by “unassigned” orders/invites.



The order grid checkbox functionality allows you to select multiple orders/invites and assign them to a specific individual to be managed. This can be done from any page by selecting the order/invite and using the Assign to drop down within the grid.



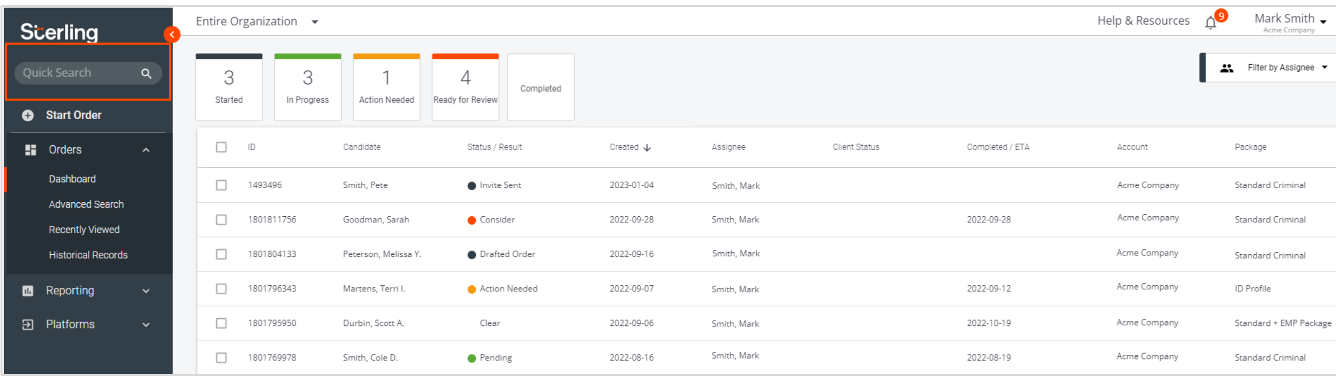
As assignments are made, alert notifications will become visible under the Alerts Notification Icon.



Search Options

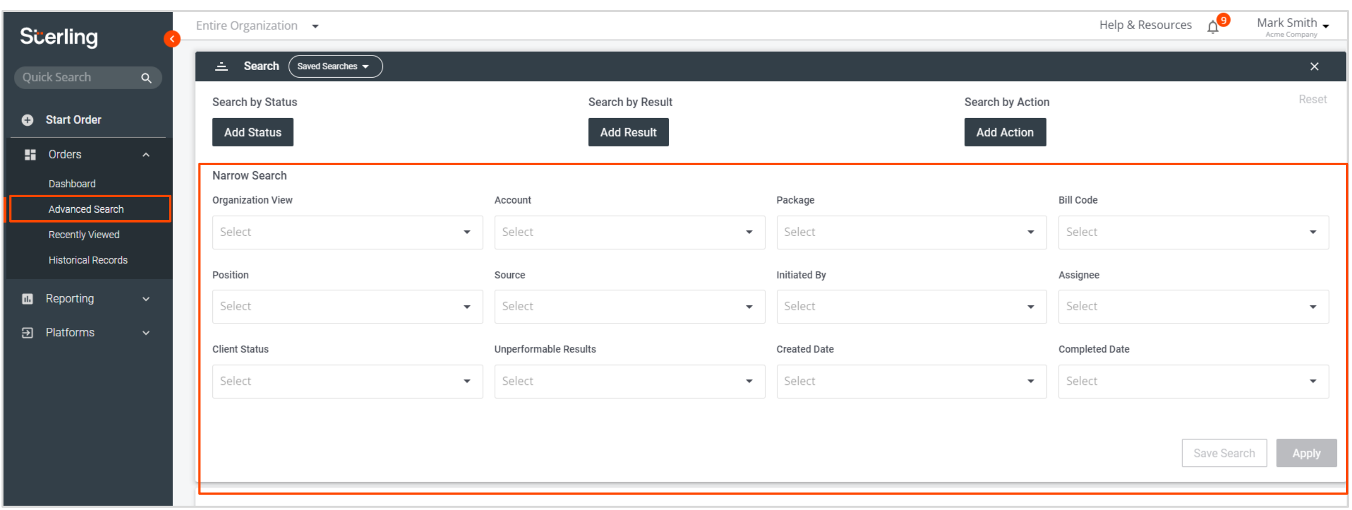
There are three Search options available to you within the Client Hub.

Quick Search: When using the Quick Search bar above the left navigation options, you can search for a candidate quickly by first name, last name, order ID or invite ID. Once on the Quick Search view, you can browse a candidate's Order/Invite Manager to perform any necessary actions. Quick Search will return data for orders that have been completed within the last 13 months.



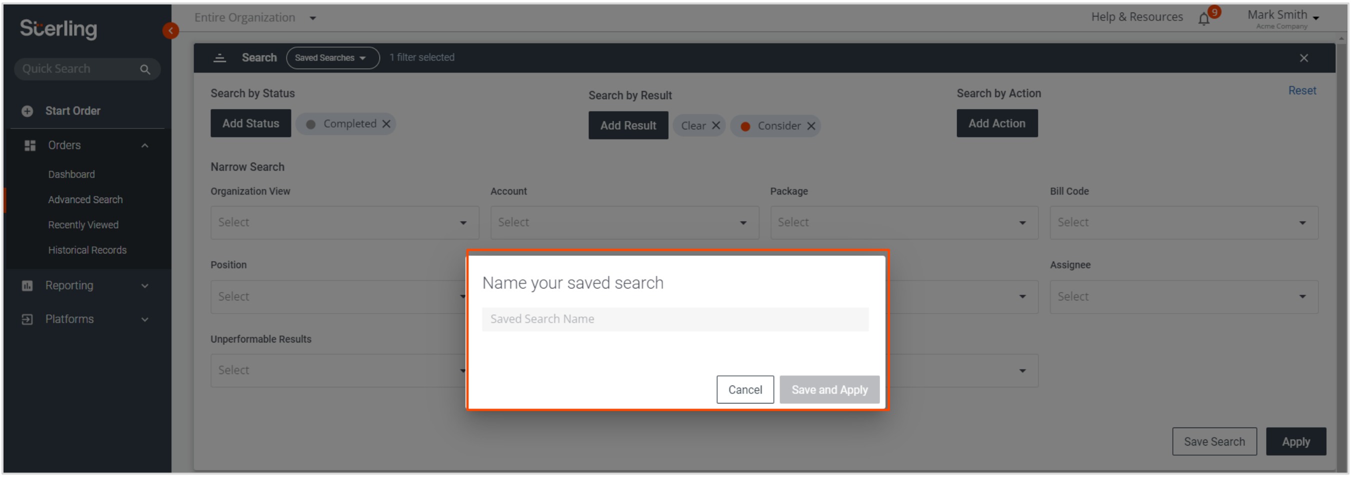
Advanced Search: The Advanced Search option is found in the left navigation, under the Orders tab. This option allows you to drill down to the order/invite data that you find most relevant. Advanced Search will return data for orders that have been completed within the last 13 months.

There are multiple filter options that you can use to tailor your searches, including Created Date, Completed Date, Result, Status, Package, Bill Code, etc.

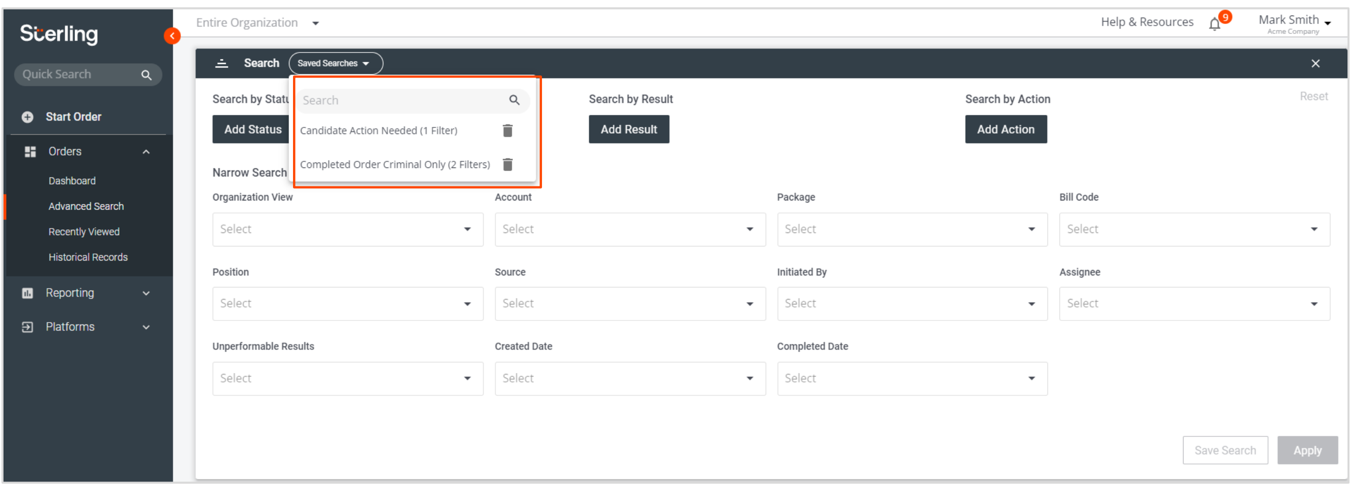


Within the Advance Search function, you are also able to save filter combinations that you commonly use and return to that search later. To create a saved search, define the fields that you want to save and select Save Search at the bottom right.

A pop up will appear that allows you to name the search criteria that you wish to save. You can access and/or manage your saved searches by selecting the Saved Searches button in the top left corner. You are able to modify or delete saved searches at any time.

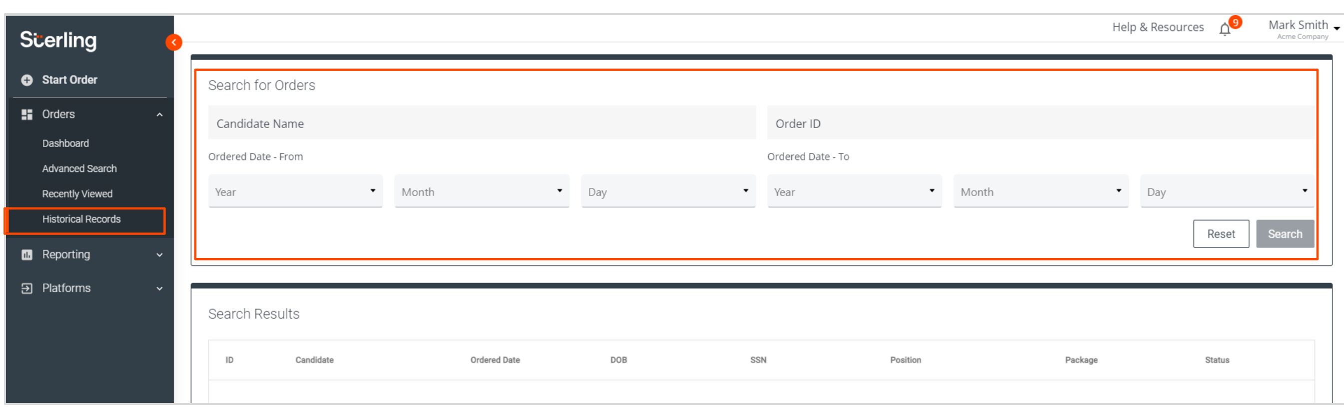


If you want to access saved searches, click to access.



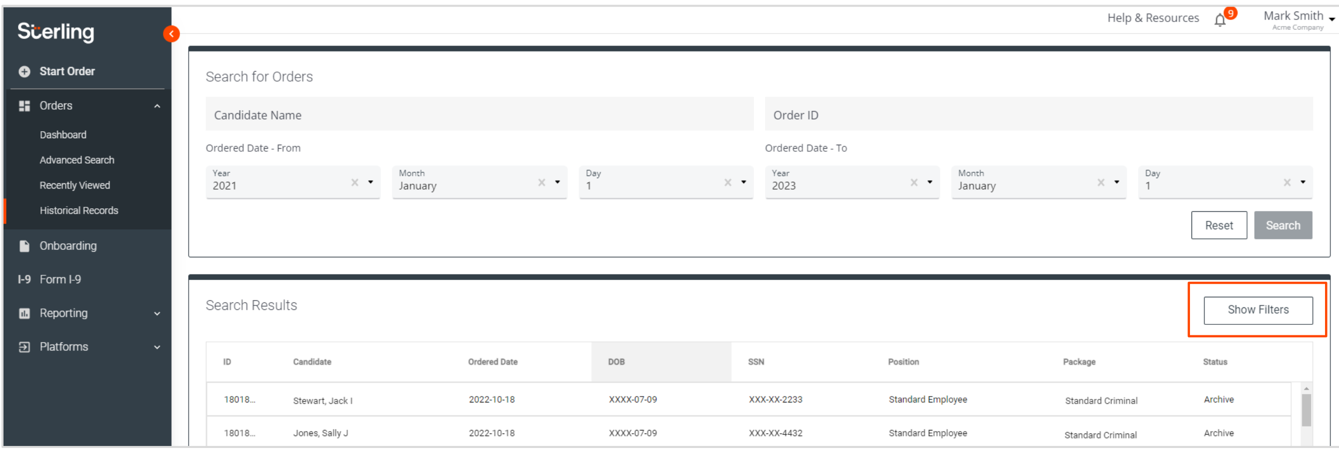
Historical Records: The Historical Records search option is found in the left navigation, under the Order tab. A Historical Records search will return data for all completed orders, including orders that are over 13 months old and/or orders that were completed on a legacy platform.

There are multiple filter options that you can use to tailor your search, including fields for Candidate Name, Order ID and a From and To Date range.

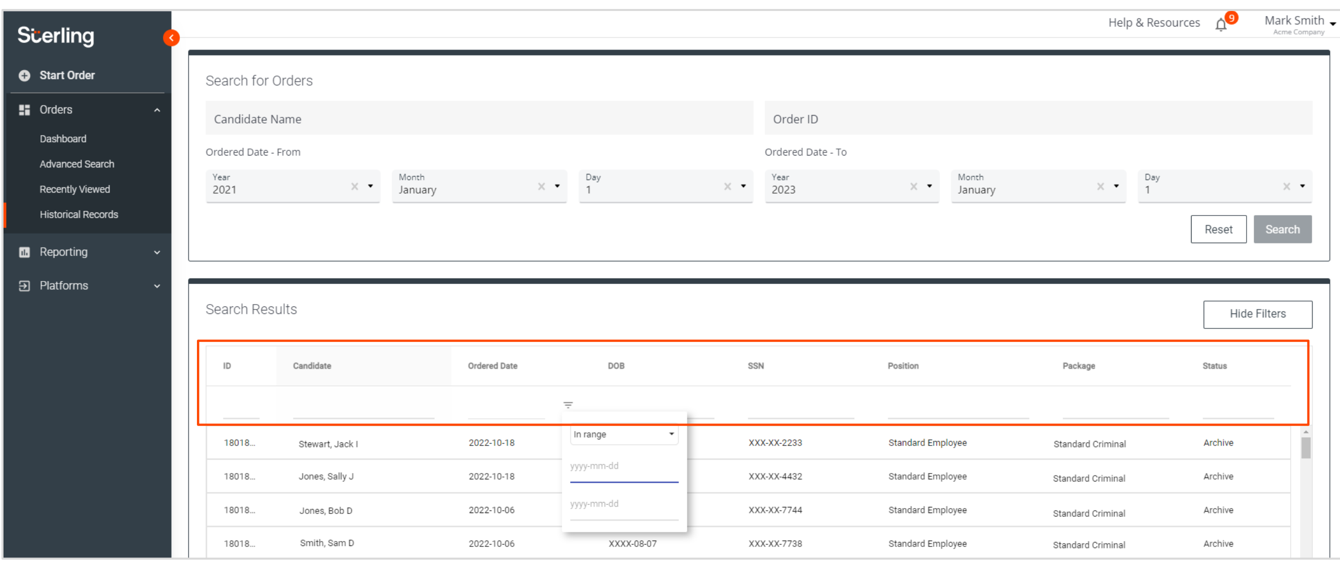


PLEASE NOTE **The Historical Records search option will only be available to users who currently have the Archived Orders Search setting enabled within your Sterling account.**

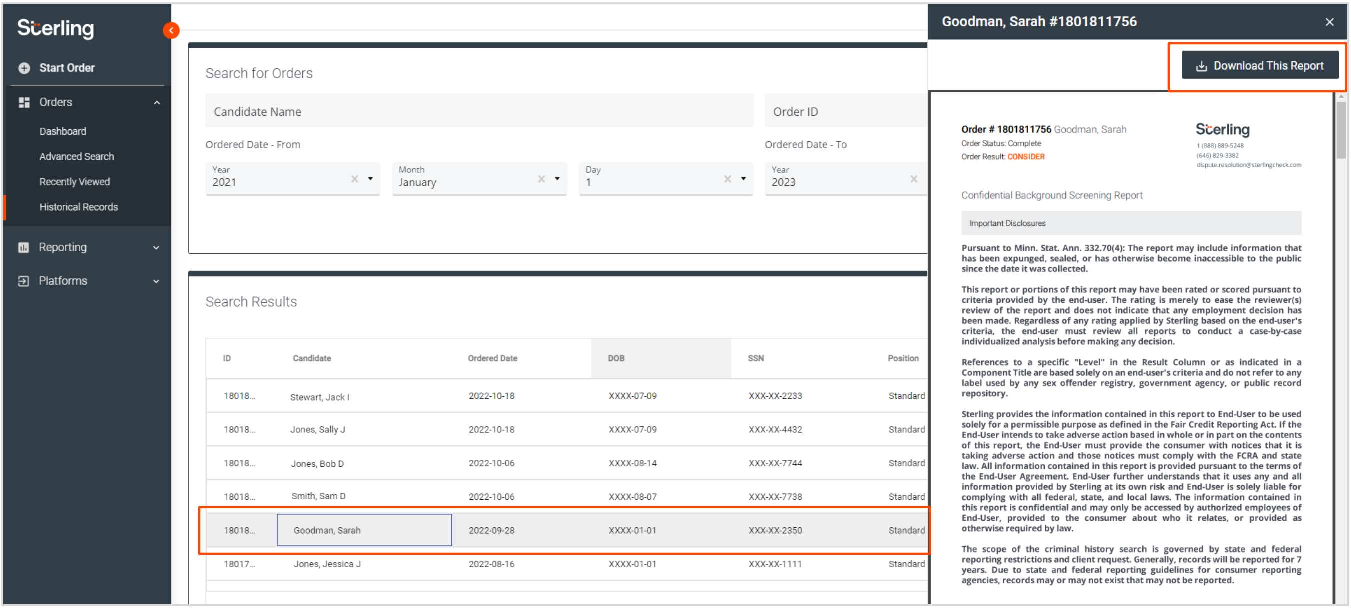
When you conduct a Historical Records search, you can filter your results by Order ID, Candidate Name, Ordered Date, and DOB. To show the filters that are available, click on the Show Filters button on the right-hand side of the Search Results box.



You are also able to order and view the search filter fields based on your preference.



Clicking on a search result will show a preview of the selected order. Once in the preview screen, you have the option to download the completed report, any attachments (if applicable) and any order notes (if applicable) with one click.



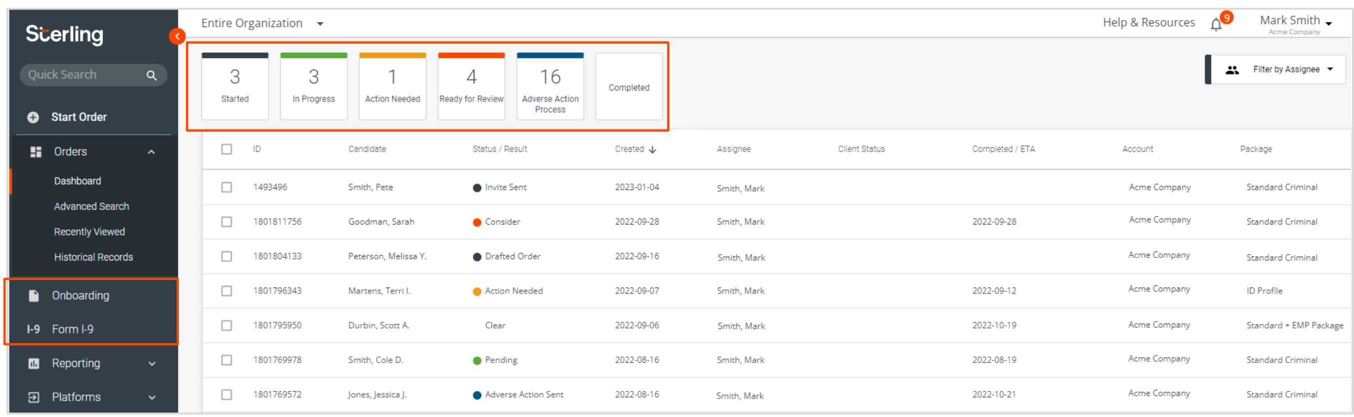
U.S. Specific Features

If you hire within the U.S., some additional services and features may appear within the Client Hub and be relevant to your screening program, including:

Adverse Action Process Feature: If you have the Adverse Action feature enabled, you'll see an additional tile in the order pipeline. Clicking the Adverse Action Process tile will display all orders that have had Adverse Action, Fair Chance, and/or Individualized Assessment initiated and also orders where a Dispute has been opened. Within this view, you will be able to drill down and see additional Adverse Action status information:

- **Pre-Adverse Action Sent:** The pre-adverse action notice has been set to the candidate.
- **Adverse Action Paused:** The adverse action process is paused and will not resume without action from you.
- **Adverse Action Sent:** Final notice has been sent to the candidate.
- **Dispute:** Candidate has reached out and a dispute is in progress.

For more details, download the [Adverse Action User Guide](#).



In addition, other services may appear in the left-hand navigation if you are hiring within the US, including:

- **Onboarding Services:** If your Sterling account is configured for Onboarding services, clicking on Onboarding will take you to the Sterling Onboarding view.
- **Form I-9 Services:** If your Sterling account is configured for Form I-9/E-Verify services, clicking Form I-9 will take you to the Sterling I-9 view. For more details, download the [Sterling I-9 User Guide](#).