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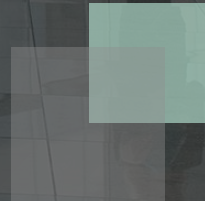
# The Client Hub User Guide

Sterling | June 2022

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

## Introducing Client Hub – powered by Sterling, designed to make your life easier and accelerate hiring decisions.

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 is redefining the 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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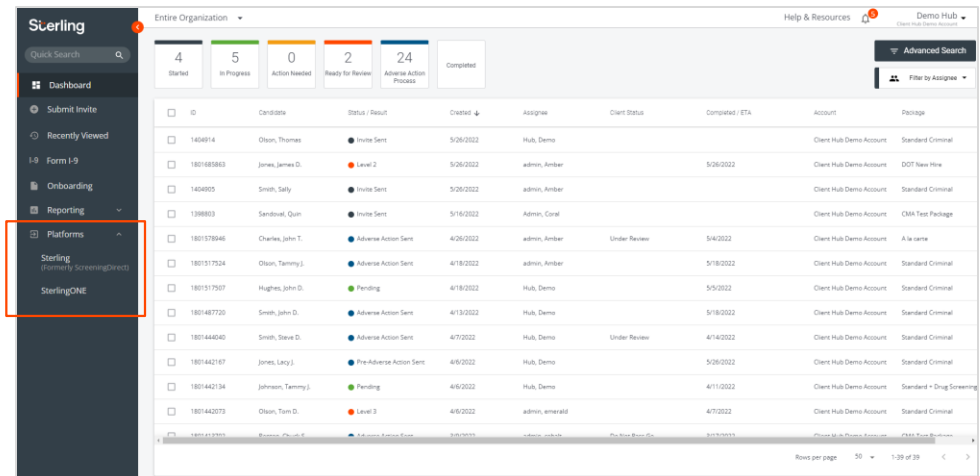
## Accessing Client Hub

### Easily toggle between new and existing experiences

Once you log in using your login credentials, you will automatically be directed to Client Hub.

Please note that you can toggle back to your existing SterlingONE experience via the left-hand navigation.

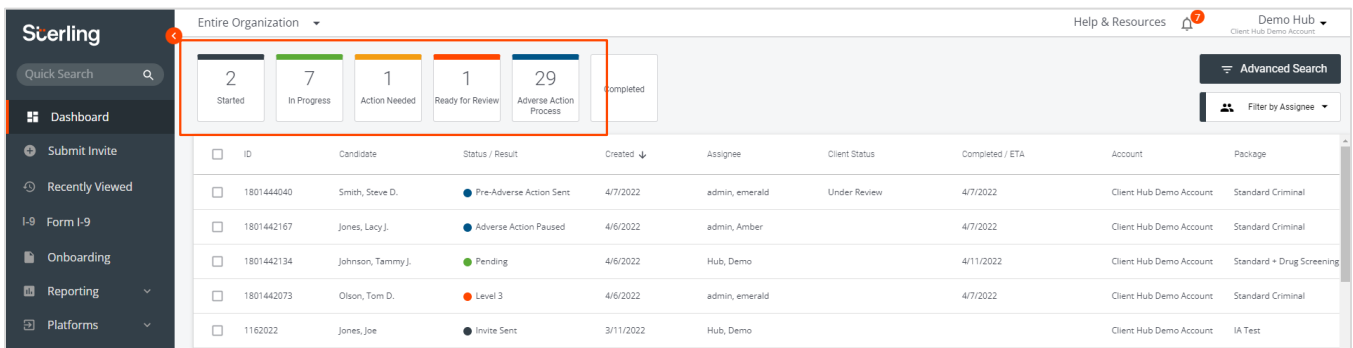
If you are in SterlingONE and would like to return to the Client Hub, simply click the **Access Now** button via the top banner.



## Client Hub Dashboard View

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

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



**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 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 Orders:** 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 orders that have any open requests that require additional information from either the candidate or yourself for the order 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.

The screenshot displays the Sterling Client Hub interface. On the left is a sidebar with navigation options like Dashboard, Submit Invite, Recently Viewed, and Onboarding. The main area shows a dashboard with five tiles: Started (2), In Progress (7), Action Needed (1), Ready for Review (1), and Adverse Action Process (28). Below these tiles is a table of orders. The order for 'Olson, Tom D.' with ID 1801442073 is highlighted with a red box and shows a 'Level 3' status. To the right, a detailed view of this order is shown, including an Order Summary, Candidate Information, and Submitted Searches. The Submitted Searches table shows two searches: 'County Criminal Record' and 'Drug Screening', both completed on 4/6/2022 with a 'CONSIDER' result.

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

- 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.

**Adverse Action Process:** 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 sent 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.

**Completed:** Clicking on the **Completed** tile will display orders that are completed and have an order level result of Clear, Pass, or Level 1. Any Archived Orders, Expired Invites, Canceled Invites, and Archived Invites are also displayed under the Completed tile view. 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
- **Archived Orders:** Completed order from the last 13 months that has been moved into the Archived state.
- **Expired Invites:** Submitted invites that are over 30 days old with no completed data entry.
- **Canceled Invites:** Invites that you have chosen to cancel (previously known as “deleted”).
- **Archived Invites:** Any completed invite that has turned into an order.

**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 Name, Created, Assignee, Account, and Package.

The screenshot shows the Sterling Client Hub dashboard. At the top, there's a navigation bar with 'Sterling' logo, 'Entire Organization' dropdown, 'Help & Resources', and 'Demo Hub'. Below this is a summary section with five tiles: '2 Started', '7 In Progress', '1 Action Needed', '1 Ready for Review', and '29 Adverse Action Process'. To the right of these tiles are 'Advanced Search' and 'Filter by Assignee' buttons. The main part of the dashboard is the 'Order Grid' table, which is outlined with a red border. The table has columns: ID, Candidate, Status / Result, Created, Assignee, Client Status, Completed / ETA, Account, and Package. There are five rows of data in the table.

ID	Candidate	Status / Result	Created	Assignee	Client Status	Completed / ETA	Account	Package
1801444040	Smith, Steve D.	Pre-Adverse Action Sent	4/7/2022	admin, emerald	Under Review	4/7/2022	Client Hub Demo Account	Standard Criminal
1801442167	Jones, Lacy J.	Adverse Action Paused	4/6/2022	admin, Amber		4/7/2022	Client Hub Demo Account	Standard Criminal
1801442134	Johnson, Tammy J.	Pending	4/6/2022	Hub, Demo		4/11/2022	Client Hub Demo Account	Standard + Drug Screening
1801442073	Olson, Tom D.	Level 3	4/6/2022	admin, emerald		4/7/2022	Client Hub Demo Account	Standard Criminal
1162022	Jones, Joe	Invite Sent	3/11/2022	Hub, Demo			Client Hub Demo Account	IA Test

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.

The screenshot shows the Sterling Client Hub dashboard. On the left is a navigation menu with options: Dashboard, Submit Invite, Recently Viewed, Form I-9, Onboarding, Reporting, and Platforms. The main area displays a summary of screening status: 2 Started, 7 In Progress, 1 Action Needed, 1 Ready for Review, and 28 Adverse Action Process. Below this is a table of screening invites. A red box highlights the '3 selected' status and the 'Open', 'Assign to', 'Archive', and 'Clear All' action buttons. The table has columns for ID, Candidate, Status / Result, Created, Assignee, Client Status, Completed / ETA, Account, and Package.

ID	Candidate	Status / Result	Created	Assignee	Client Status	Completed / ETA	Account	Package	
<input type="checkbox"/>	1801444040	Smith, Steve D.	Pre-Adverse Action Sent	4/7/2022	admin, emerald	Under Review	4/7/2022	Client Hub Demo Account	Standard Criminal
<input checked="" type="checkbox"/>	1801442167	Jones, Lacy J.	Adverse Action Paused	4/6/2022	admin, Amber		4/7/2022	Client Hub Demo Account	Standard Criminal
<input checked="" type="checkbox"/>	1801442134	Johnson, Tammy J.	Pending	4/6/2022	Hub, Demo		4/11/2022	Client Hub Demo Account	Standard + Drug Screening
<input type="checkbox"/>	1801442073	Olson, Tom D.	Level 3	4/6/2022	admin, emerald		4/7/2022	Client Hub Demo Account	Standard Criminal

## Left Navigation Options

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

This screenshot is similar to the previous one, but the 'Dashboard' tab in the left navigation menu is highlighted with a red box. The table of screening invites now includes an additional row for 'Jones, Joe' with status 'Invite Sent'.

ID	Candidate	Status / Result	Created	Assignee	Client Status	Completed / ETA	Account	Package	
<input type="checkbox"/>	1801444040	Smith, Steve D.	Pre-Adverse Action Sent	4/7/2022	admin, emerald	Under Review	4/7/2022	Client Hub Demo Account	Standard Criminal
<input type="checkbox"/>	1801442167	Jones, Lacy J.	Adverse Action Paused	4/6/2022	admin, Amber		4/7/2022	Client Hub Demo Account	Standard Criminal
<input type="checkbox"/>	1801442134	Johnson, Tammy J.	Pending	4/6/2022	Hub, Demo		4/11/2022	Client Hub Demo Account	Standard + Drug Screening
<input type="checkbox"/>	1801442073	Olson, Tom D.	Level 3	4/6/2022	admin, emerald		4/7/2022	Client Hub Demo Account	Standard Criminal
<input type="checkbox"/>	1162022	Jones, Joe	Invite Sent	3/11/2022	Hub, Demo			Client Hub Demo Account	IA Test

**Dashboard:** Clicking the **Dashboard** tab will reset any filters and/or other sorting criteria that had been previously selected in the order grid. Clicking this tab will also return you to the main Dashboard view, if you have been working in another tab.

**Submit Invite:** Clicking **Submit Invite** will allow you to create a new background screening invite. This process supports the creation of a single or bulk invite upload.

**Recently Viewed:** Clicking **Recently Viewed** will allow you to see the last 15 invites/orders that you have viewed in a central view.

**Form I-9:** If your Sterling account is configured for Form I-9/E-Verify services with Sterling, clicking **Form I-9** will take you to the Sterling I-9 view.

**Onboarding:** If your Sterling account is configured for Onboarding services, clicking on **Onboarding** will take you to the Sterling Onboarding view.

**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 Sterling account interface.

## Top Navigation Options

Above the main Dashboard, you will see navigation options select different organization views, access Help & Resources, view system Alerts, and access your user Account Dashboard. with drop-down selections.

The screenshot shows the Sterling Client Hub dashboard. At the top, there is a navigation bar with the Sterling logo, a Quick Search bar, and a dropdown menu for 'Entire Organization'. To the right of the dropdown are links for 'Help & Resources' and 'Demo Hub'. Below the navigation bar, there are five status filters: '2 Started', '7 In Progress', '1 Action Needed', '1 Ready for Review', and '29 Adverse Action Process'. A table below these filters lists candidate information, including ID, Candidate Name, Status / Result, Created date, Assignee, Client Status, Completed / ETA, Account, and Package.

ID	Candidate	Status / Result	Created	Assignee	Client Status	Completed / ETA	Account	Package
180144040	Smith, Steve D.	Pre-Adverse Action Sent	4/7/2022	admin, emerald	Under Review	4/7/2022	Client Hub Demo Account	Standard Criminal
1801442167	Jones, Lacy J.	Adverse Action Paused	4/6/2022	admin, Amber		4/7/2022	Client Hub Demo Account	Standard Criminal
1801442134	Johnson, Tammy J.	Pending	4/6/2022	Hub, Demo		4/11/2022	Client Hub Demo Account	Standard + Drug Screening
1801442073	Olson, Tom D.	Level 3	4/6/2022	admin, emerald		4/7/2022	Client Hub Demo Account	Standard Criminal
1162022	Jones, Joe	Invite Sent	3/11/2022	Hub, Demo			Client Hub Demo Account	IA Test

**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**.

This screenshot shows the same dashboard as the previous one, but with the 'Entire Organization' dropdown menu open. The menu lists three options: 'Entire Organization', 'My Background Checks', and 'East'. The 'Entire Organization' option is currently selected.

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

The screenshot shows the 'Help & Resources' page. It features a sidebar with a list of links including 'Important Service Updates', 'Sterling Status Center', 'Getting Started', 'New Experiences', 'United States', 'EMEA', 'Compliance Forms', 'FCRA', 'Consent Forms', 'Complete User Guides', 'Administrative Functions', 'Frequently Asked Questions', 'Resources', and 'New Resources'. The main content area has a heading 'Experiences, Redefined' and a subheading 'Simplifying how candidates and clients engage throughout the screening process'. Below this, there is a paragraph about the company's commitment to innovation and a list of bullet points describing the benefits of the new system. At the bottom, there is a 'Resources' section with a 'Download' link for the 'Client Hub User Guide'.



**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” icon located on the top right of the drop down, all notifications will be removed.

The screenshot shows the Sterling dashboard with a sidebar on the left containing navigation links like Dashboard, Submit Invite, Recently Viewed, Form I-9, Onboarding, Reporting, and Platforms. The main area displays a summary of tasks (2 Started, 7 In Progress, 1 Action Needed, 1 Ready for Review, 28 Adverse Action Process, Completed) and a table of candidates. In the top right corner, the 'Demo Hub' dropdown menu is open, showing a list of alerts. A red circle highlights the 'Alerts' icon in the top right, and a red box highlights the dropdown menu itself. The alerts list includes: 'Upcoming Holy Week/Good Friday holidays to impact criminal searches, verifications, and DHS services', 'Criminal, verification, and drug & health delays expected due to Puerto Rico power outage', and 'Harris county, Texas online criminal records now available'.

**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.

The screenshot shows the Sterling dashboard with the same sidebar and main content area as the previous image. In the top right corner, the 'Demo Hub' dropdown menu is open, showing a list of user accounts. A red box highlights the dropdown menu. The user list includes: 'Client Hub Demo Account', 'Account Dashboard', and 'Logout'.

## Case Management

The Case Management feature allows you to conveniently assign, unassign and reassign orders 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 configured 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 screenshot shows the Sterling Case Management dashboard. The top navigation bar includes 'Sterling', 'Quick Search', 'Entire Organization', 'Help & Resources', and 'Demo Hub'. The dashboard features a summary section with counts for 'Started' (2), 'In Progress' (7), 'Action Needed' (1), 'Ready for Review' (1), 'Adverse Action Process' (29), and 'Completed'. Below this is a table with columns: ID, Candidate, Status / Result, Created, Assignee, Client Status, Completed / ETA, Account, and Package. The 'Assignee' column is highlighted with a red box, and the 'Filter by Assignee' dropdown menu is also highlighted with a red box.

ID	Candidate	Status / Result	Created	Assignee	Client Status	Completed / ETA	Account	Package
1801444040	Smith, Steve D.	Pre-Adverse Action Sent	4/7/2022	admin, emerald	Under Review	4/7/2022	Client Hub Demo Account	Standard Criminal
1801442167	Jones, Lacy J.	Adverse Action Paused	4/6/2022	admin, Amber		4/7/2022	Client Hub Demo Account	Standard Criminal
1801442134	Johnson, Tammy J.	Pending	4/6/2022	Hub, Demo		4/11/2022	Client Hub Demo Account	Standard + Drug Screening
1801442073	Olson, Tom D.	Level 3	4/6/2022	admin, emerald		4/7/2022	Client Hub Demo Account	Standard Criminal
1162022	Jones, Joe	Invite Sent	3/11/2022	Hub, Demo			Client Hub Demo Account	IA Test

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.

The screenshot shows the Sterling Case Management dashboard with three items selected. The 'Assign to' dropdown menu is highlighted with a red box. The table below shows the selected items.

ID	Candidate	Status / Result	Created	Assignee	Client Status	Completed / ETA	Account	Package
1801444040	Smith, Steve D.	Pre-Adverse Action Sent	4/7/2022	admin, emerald	Under Review	4/7/2022	Client Hub Demo Account	Standard Criminal
1801442167	Jones, Lacy J.	Adverse Action Paused	4/6/2022	admin, Amber		4/7/2022	Client Hub Demo Account	Standard Criminal
1801442134	Johnson, Tammy J.	Pending	4/6/2022	Hub, Demo		4/11/2022	Client Hub Demo Account	Standard + Drug Screening
1801442073	Olson, Tom D.	Level 3	4/6/2022	admin, emerald		4/7/2022	Client Hub Demo Account	Standard Criminal

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

The screenshot shows the Sterling Case Management dashboard with an alert notification visible. The alert notification is highlighted with a red box. The table below shows the data for the alert.

ID	Candidate	Status / Result	Created	Assignee	Client Status	Due / Done	Account	Package
1801182863	Thomas, Steve J.	Clear	8/19/2021	Hub, Demo		8/19/2021	Client Hub Demo Account	Standard Criminal

## Search Options

There are two 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.

ID	Candidate	Status / Result	Created	Assignee	Client Status	Completed / ETA	Account	Package
1801130414	Smith, Conner D.	Adverse Action Paused	6/30/2021	Hub, Demo		10/7/2021	Client Hub Demo Account	IA Test
1801399784	Smith, George C.	Adverse Action Sent	2/14/2022	admin, cobalt	Do Not Pass Go	2/22/2022	Client Hub Demo Account	CRFM Test
1801390272	Smith, Chuck A.	Pre-Adverse Action Sent	1/26/2022	QA1, IA Super		1/26/2022	Client Hub Demo Account	CRFM Test
1801182853	Smith, Jessica A.	Adverse Action Sent	8/19/2021	Hub, Demo		10/14/2021	Client Hub Demo Account	Standard Criminal
1801444040	Smith, Steve D.	Pre-Adverse Action Sent	4/7/2022	Hub, Demo	Under Review	4/7/2022	Client Hub Demo Account	Standard Criminal
1043743	Smith, Conner	Archived Invite	6/30/2021	Hub, Demo			Client Hub Demo Account	IA Test
1801412549	Smith, Jack A.	Level 1	3/8/2022	admin, cobalt	Under Review	3/8/2022	Client Hub Demo Account	CMA Test Package

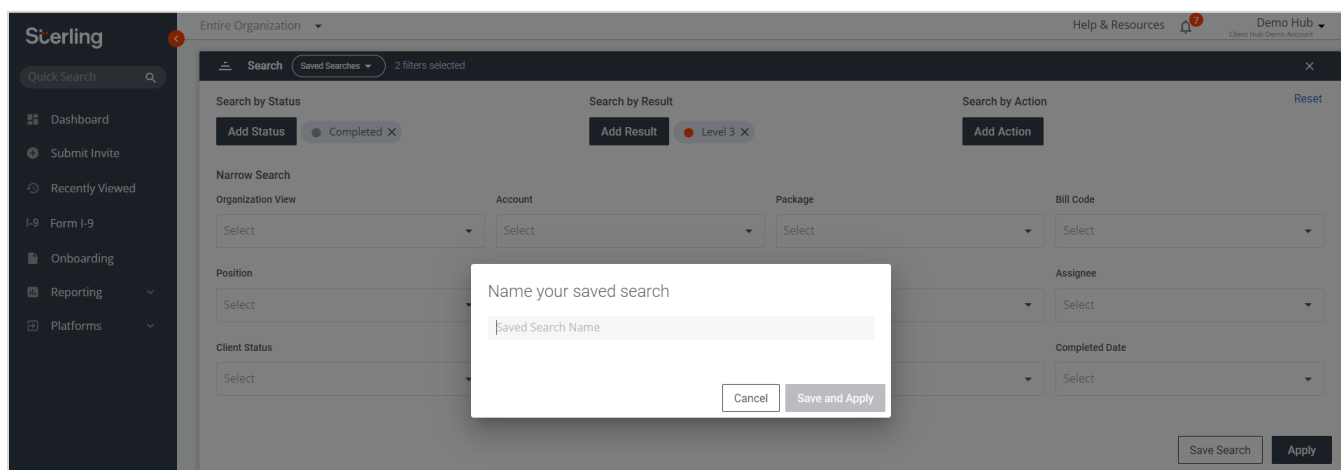
**Advanced Search:** The **Advanced Search** option is found on the top right of the Client Hub dashboard and allows you to drill down to the order/invite data that you find most relevant.

ID	Candidate	Status / Result	Created	Assignee	Client Status	Completed / ETA	Account	Package
1801444040	Smith, Steve D.	Pre-Adverse Action Sent	4/7/2022	admin, emerald	Under Review	4/7/2022	Client Hub Demo Account	Standard Criminal
1801442167	Jones, Lacy J.	Adverse Action Paused	4/6/2022	admin, Amber		4/7/2022	Client Hub Demo Account	Standard Criminal
1801442134	Johnson, Tammy J.	Pending	4/6/2022	Hub, Demo		4/11/2022	Client Hub Demo Account	Standard + Drug Screening
1801442073	Olson, Tom D.	Level 3	4/6/2022	admin, emerald		4/7/2022	Client Hub Demo Account	Standard Criminal
1162022	Jones, Joe	Invite Sent	3/11/2022	Hub, Demo			Client Hub Demo Account	IA Test

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 combinations of filters that you commonly use and return to that search later. To create a saved search, defined 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.



## Translation of Terms

If helpful, below you'll find a quick translation of SterlingONE vs. Client Hub terms.

SterlingONE Terms	Client Hub Terms
<b>Dashboard:</b> A web-based user interface to submit orders with additional tabs to manage all hiring activities for candidates and new hires.	<b>Order Dashboard.</b> Our modern, mobile-responsive Client Hub is designed to help manage daily tasks with ease, via an intuitive order dashboard, and front-and-center real-time order status and results.
<b>Launch:</b> Launching an order requires that you, as the client, complete the required data entry for your candidate in order to run a report.	<b>Single Invite.</b> We highly recommend that you use the Start Order feature that allows you to easily and quickly submit an invite by adding a candidates First name, Last name, and Email address.
<b>Ticketing:</b> Tickets are sent to candidates to complete the required data entry electronically, versus you needing to complete it via the launch process.	<b>Start Order.</b> The Start Order option found on the left navigation will allow you to submit an invite that will direct candidates to Sterling's highly rated, engaging Candidate Hub.
<b>Candidate Profile:</b> Consolidated view that houses all screenings, ticket history, and documents for a single candidate.	<b>Order Manager.</b> With Order Manager, you can review, action, and manage candidate results from a centralized tool throughout the screening journey. There's also a convenient right hand-nav, and an Attachments tab that allows you to easily attach documents to orders and/or specific searches.
<b>Report ID:</b> This is a unique number associated to each candidate report. A candidate could have multiple reports within their candidate profile.	<b>Order ID.</b> Order ID is a unique number associated with each candidate report. When using the new Quick Search functionality on the top left of the navigation you can now search for a candidate by order ID.
<b>EDA:</b> Electronic Disclosure and Authorization, Sterling offers an electronic consent process as an alternative to a paper consent process signed by the candidate.	<b>Electronic Consent Forms.</b> The candidate is taken through a series of digital consent forms, including disclosure of authorization that's required to begin their background screening process.
<b>Candidate portal:</b> Online branded portal for candidates and new hires to interact with your organization.	<b>Candidate Hub.</b> Our highly rated Candidate Hub delivers a simple, engaging, and smooth data collection process for candidates – at any time, across any device.
<b>SterlingONE Admin:</b> Robust customization tools empower you to manage the branding, messaging, and media assets of the candidate portal, as well as set up user permissions, email template groups, and more.	<b>Client Hub Admin.</b> As an admin, you'll find a permission-based hub that allows you to easily view orders that are relevant to you. You can also conveniently review alerts and updates without ever having to leave your dashboard.
<b>Parent User:</b> The administrator on the account who is authorized to add users, view billing and Invoices, and approve changes to the account. There is only one true parent user, however additional users may be given parent level access.	<b>Super User.</b> Super users have access to all orders and invites under their organization and will default to the Entire Organization in the drop down. If a user is set-up as a non-super user, their default view will only show orders that a user has as initiated themselves and will see My Background Checks in the drop down.