Sterling

Translation of Terms

Below you'll find a quick translation of SterlingONE vs. Client Hub terms.

SterlingONE Terms	Client Hub Terms
Dashboard: A web-based user interface to submit orders with additional tabs to manage all hiring activities for candidates and new hires.	**Order Dashboard.** 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.
Launch: Launching an order requires that you, as the client, complete the required data entry for your candidate in order to run a report.	**Single Invite.** 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.
Ticketing: Tickets are sent to candidates to complete the required data entry electronically, versus you needing to complete it via the launch process.	**Start Order.** 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.
Candidate Profile: Consolidated view that houses all screenings, ticket history, and documents for a single candidate.	**Order Manager.** 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.
Report ID: This is a unique number associated to each candidate report. A candidate could have multiple reports within their candidate profile.	**Order ID.** 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.
EDA: Electronic Disclosure and Authorization, Sterling offers an electronic consent process as an alternative to a paper consent process signed by the candidate.	**Electronic Consent Forms.** The candidate is taken through a series of digital consent forms, including disclosure of authorization that's required to begin their background screening process.
Candidate portal: Online branded portal for candidates and new hires to interact with your organization.	**Candidate Hub.** Our highly rated Candidate Hub delivers a simple, engaging, and smooth data collection process for candidates – at any time, across any device.
SterlingONE Admin: 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.	**Client Hub Admin.** 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.
Parent User: 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.	**Super User.** 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.