

# Client Login Experience | Multiple Accounts

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A dark grey background with several overlapping squares in shades of grey, blue, and orange. The main title is centered in white text.

# Sterling provides a seamless, secure login experience

## Introduction

At Sterling, our goal is to provide you with a seamless and secure login experience.

Our client login process provides you with the following benefits:

- A simplified experience
- Reduced time spent entering passwords
- Unified access for clients with multiple Sterling user accounts

This user guide will walk you through the client login experience.

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## Before you begin...

If you log in to multiple accounts within the Sterling services that you use, it is essential that all of your accounts get set up under one set of credentials. Be sure to use the credentials for what you consider your “primary account” as you proceed through the steps below. If you only have a single Sterling account, just use those credentials.

## Getting Started

### Step One

Enter your username and click [Next](#).

### Step Two

Enter your password and click [Sign In](#).

**Please Note:** You have the option to check the [Remember me](#) box so that the next time you log in, it prefills your username going forward.

If you have forgotten your password, click on the [Forgot Password](#) link to reset your password.

After clicking on the link, you will receive an email with “Your Verification Code” as the subject line. Enter the verification code from the email and your new password.

Your password must include the following:

- 8-20 characters
- At least 1 upper case letter
- At least 1 lower case letter
- At least 1 number
- At least 1 special character

**Please Note:** If you exceed the number of allowed login attempts, your account will be locked. Your account will automatically unlock after a maximum of 15 minutes.

The screenshot shows the Sterling login interface. At the top is the Sterling logo. Below it is a descriptive paragraph: "Sterling – a leading global provider of background screening and identity services – provides the foundation of trust and safety that spans across industries, professions and borders." This is followed by another paragraph: "Sterling has introduced a seamless, simplified (and always secure) login experience." Below these paragraphs is a link: "→ Learn More". The main form area contains a "Username" input field with a right-pointing arrow icon. Below the input field is a language selection dropdown menu currently set to "English (United States)". To the right of the dropdown is a "Contact Us" link.

This screenshot shows the lower portion of the Sterling login interface. It features the Sterling logo at the top, followed by the same descriptive text as the previous screenshot. Below the text is a link: "→ Learn More". The form area includes a "Username" field with the text "hub\_login" entered. Below the username field is a "Password" input field. Under the password field, there is a checked checkbox labeled "Remember me" and a "Forgot Password?" link. At the bottom of the form are two buttons: "Back" and "Sign In". At the very bottom, there is a language selection dropdown menu set to "English (United States)" and a "Contact Us" link.

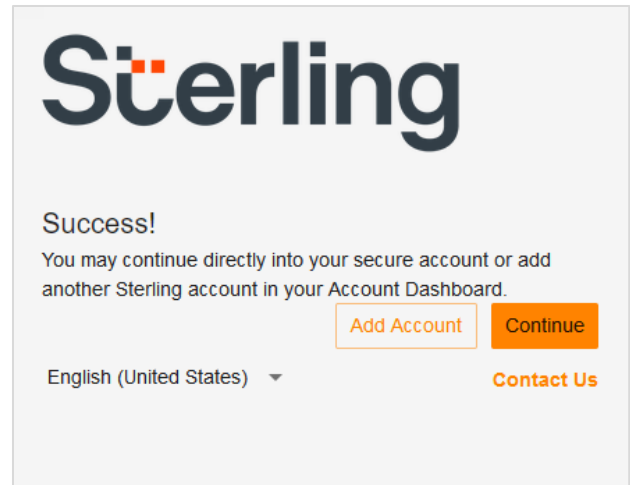
## Step Three

Once you enter your username and password correctly, you will see a **Success** message when logging in for the first time.

If you are a returning user, you will not receive a Success message. Instead, you will be redirected to your Account Dashboard.

From here, you can click **Continue** which will log you into a Sterling service. You also have the option to click **Add Account**, which will redirect you to the Account Dashboard to add another Sterling account. (See Step 5 below.)

**Please Note:** If you receive a “Your email address is in use by a different login” message, please proceed to Step Four.



## Step Four

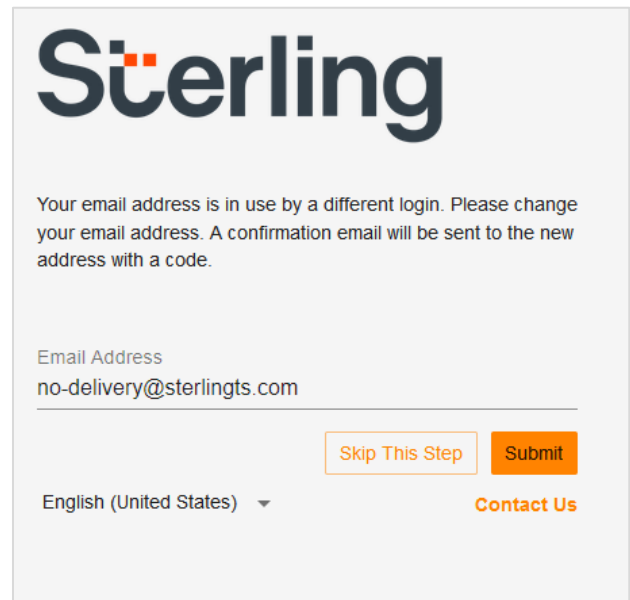
If you receive a “Your email address is in use by a different login” message, this is an indication that your email address or phone number is already in use by another account. This could be because you have more than one account with Sterling or because you share an email address with another account.

Upon receiving this message, you have three options:

- Choose to skip this step.

**Please Note:** If you skip this step, you will not receive any password reset emails, unless you actively update your email address under Communications Settings in Account Settings.

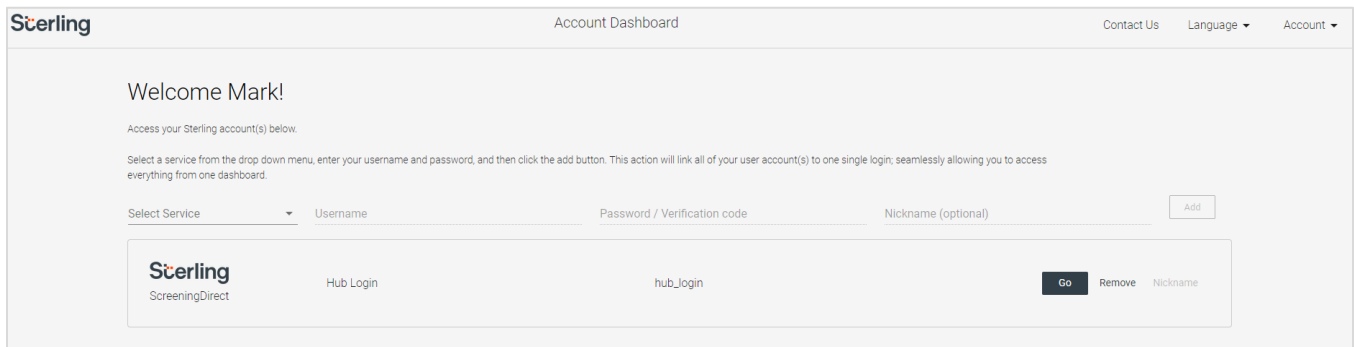
- Update your email address.



## Step Five

Once you reach your Account Dashboard, you will have the option of adding another account. To add an account(s), simply select a Sterling service where you have an account, enter the username and password, and click **Add**.

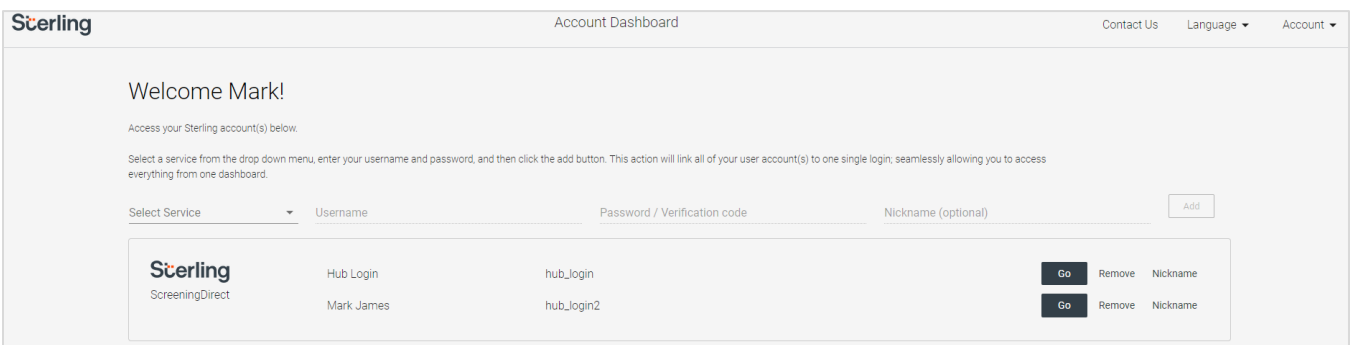
If you choose to not add an account(s), you can continue to an existing account by clicking the **Go** button.



## Step Six

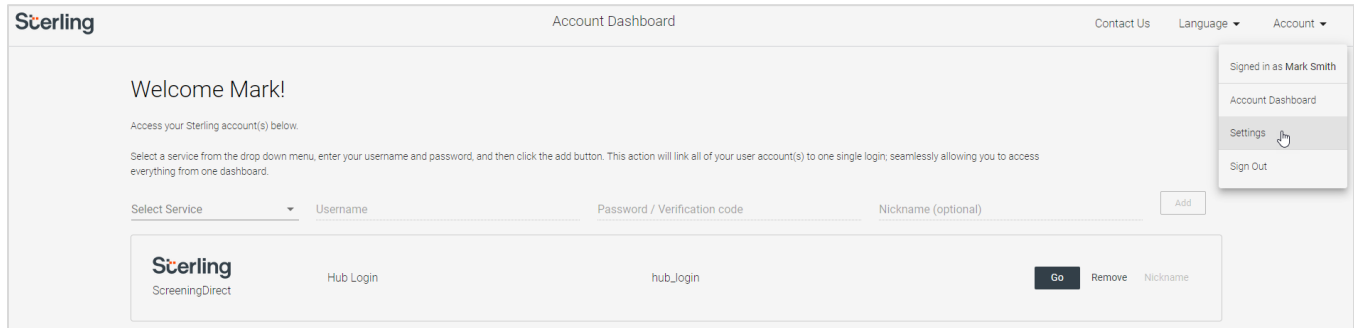
If you added an additional account(s), these accounts are displayed in the Account Dashboard, and you can select **Go** to access a specific account. You also have the option to **Remove** an account from your dashboard if it is no longer needed. If you have multiple accounts, the display will be organized by services.

**Please Note:** You may choose to nickname your account. This is especially helpful if you have more than one account linked to one username. This nickname will only appear on the Account Dashboard.

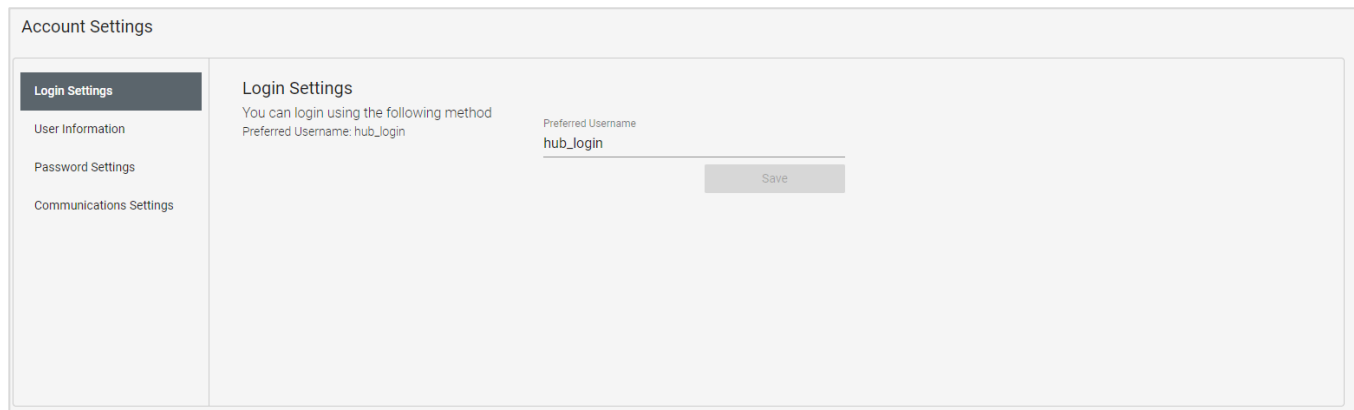


## Settings

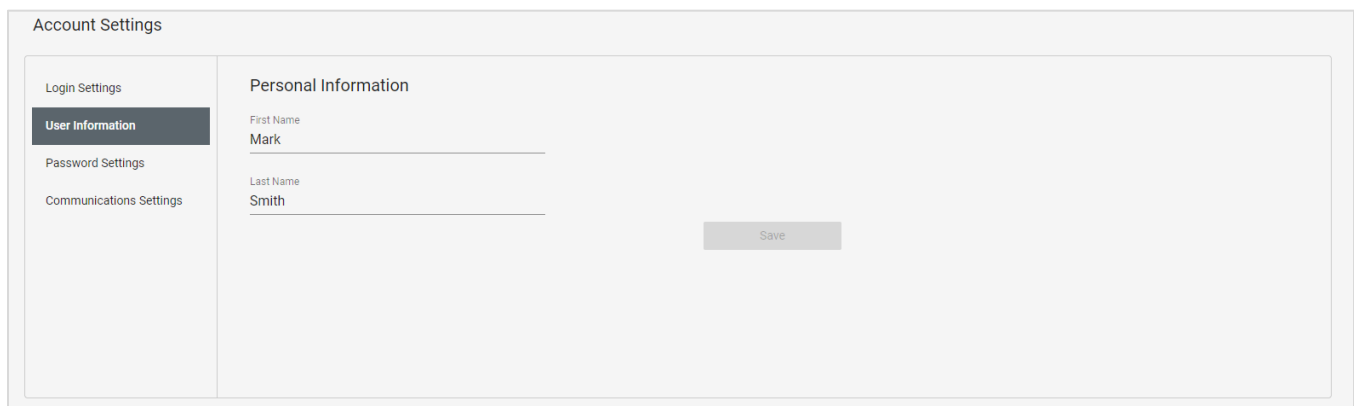
Once you have accessed your Account Dashboard, you will see an **Account** dropdown on the top right side of the screen. If you click this dropdown and select the **Settings** option, you will be able to update your **Login Settings**, **User Information**, **Password Settings**, and **Communications Settings**.



Under **Login Settings**, you have the option to update the username you use during the login process.



Under **User Information**, you have the option to update your First Name and Last Name.



Under **Password Settings**, you have the option to update your password at any time.

The screenshot shows the 'Account Settings' interface. On the left, a sidebar lists 'Login Settings', 'User Information', 'Password Settings' (which is highlighted with a dark background), and 'Communications Settings'. The main content area is titled 'Password' and contains three input fields: 'Old password', 'New password', and 'Verify new password'. A 'Save' button is located at the bottom right of the main content area.

Under **Communication Settings**, you have the option to update the email address tied to your login.

**Please Note:** If you chose the Skip This Step” option from Step Four above, this area is where you can update your email address.

The screenshot shows the 'Account Settings' interface. On the left, a sidebar lists 'Login Settings', 'User Information', 'Password Settings', and 'Communications Settings' (which is highlighted with a dark background). The main content area is titled 'Communications Settings' and contains an 'Email Address' field with the text 'no-delivery@sterlingts.com'. A 'Save' button is located at the bottom right of the main content area.