

Client Login Experience | SAML Single Sign-on

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A collection of overlapping squares in shades of grey, teal, and orange on the left side of the dark header.A small cluster of overlapping squares in shades of orange and blue on the right side of the dark header.A large, solid orange square on the right side of the dark header.

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...

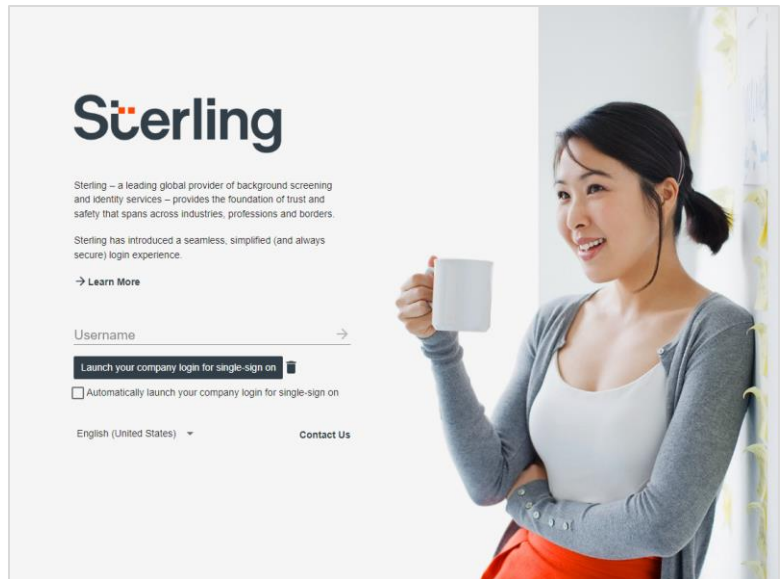
If you log in to multiple accounts within the Sterling service that you use, it is essential that all of your accounts get set up under one set of credentials. Be sure to use the credentials for what you consider your “primary account” as you proceed through the steps below. If you only have a single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

Getting Started

Step One

Enter your email address and click the [Launch your company login for single sign-on](#) button.

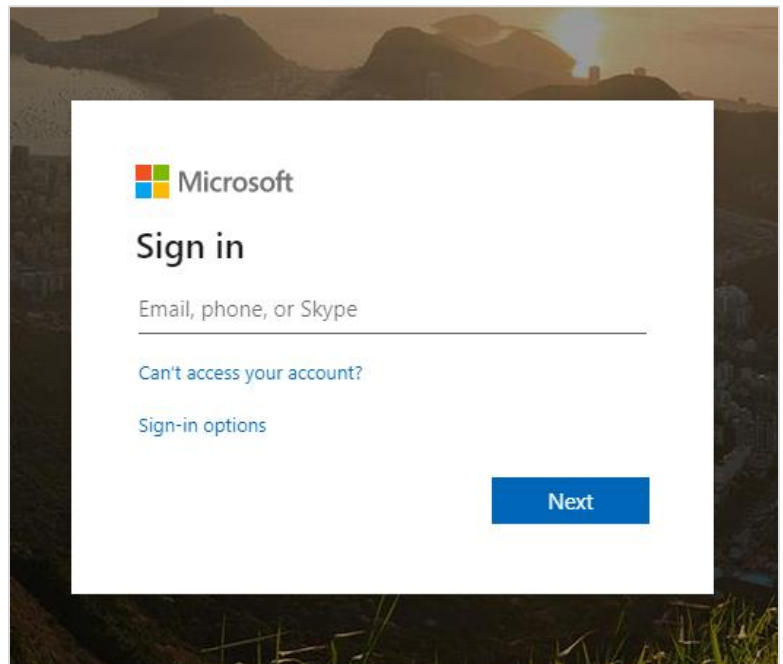
Please Note: Depending on your account settings, you may see an [Automatically launch your company login for single sign-on](#) checkbox. If selected, you will bypass this screen during future login sessions.



Step Two

Enter your company’s Identity Provider login credentials and click [Next](#).

Please Note: If you are already logged in with your provider, this step will be automatically skipped.

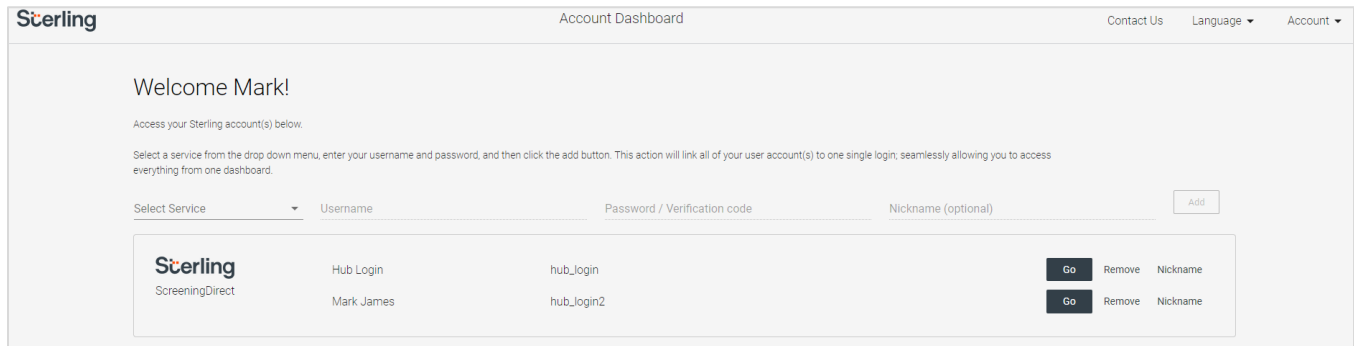


Step Three

You will now see your accounts displayed in the Account Dashboard. If you need to add an account(s) manually, simply select a Sterling service where you have an account, enter the username and password, and click **Add**.

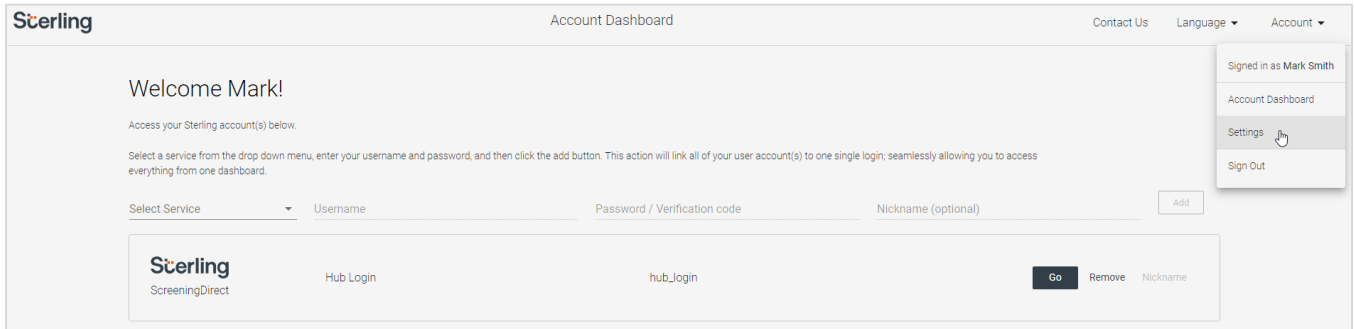
For accounts that have automatically been added, you can select **Go** to access a specific account. You also have the option to **Remove** an account from your list if it is no longer needed. If you have multiple accounts, the display will be organized by services.

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.

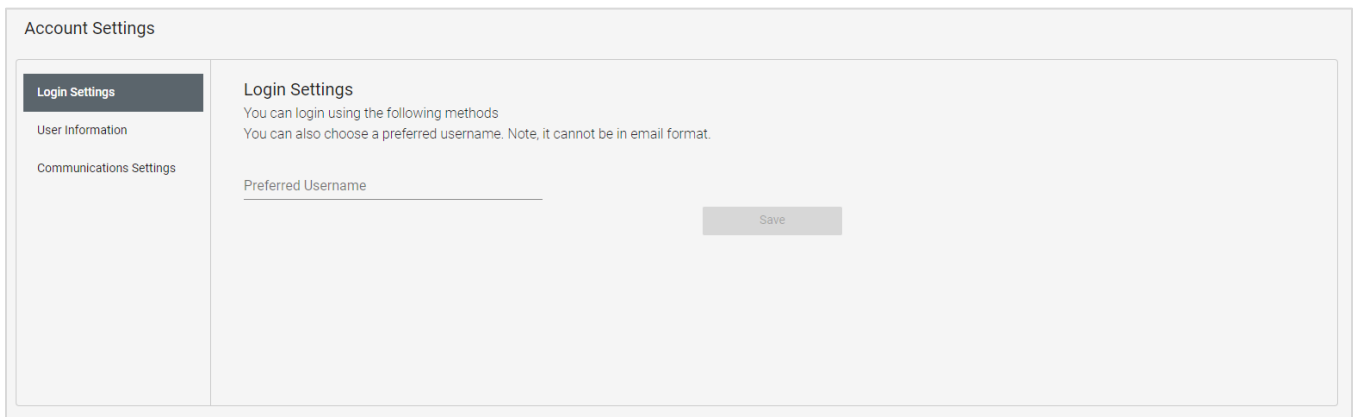


Settings

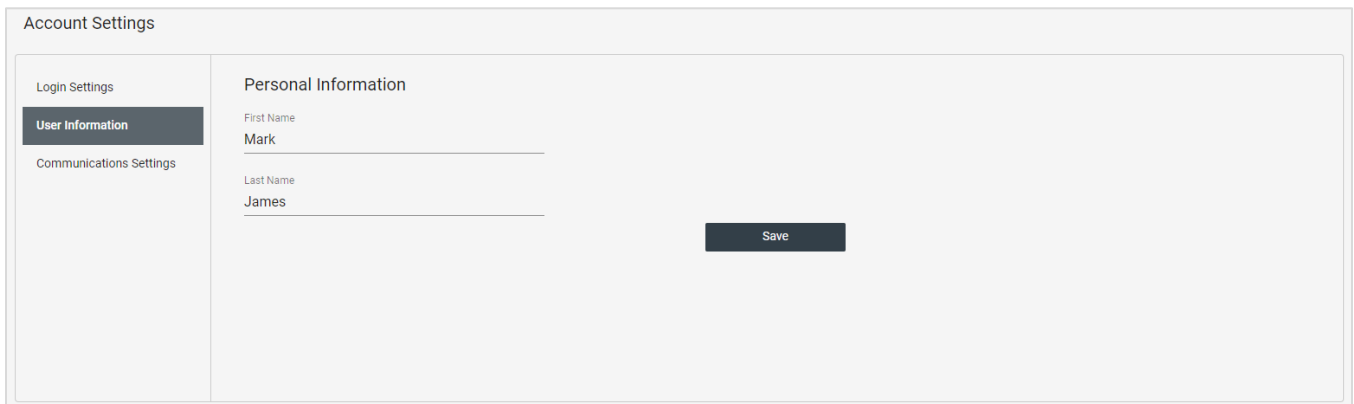
Once you have accessed your Account Dashboard, you will see an **Account** dropdown on the top right side of the screen. If you click this dropdown and select the **Settings** option, you will be able to update your **Login Settings**, **User Information**, and **Communications Settings**.



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 [Communication Settings](#), you have the option to update the email address tied to your login.

The screenshot displays the 'Account Settings' interface. On the left, a sidebar contains three menu items: 'Login Settings', 'User Information', and 'Communications Settings', with the latter being highlighted. The main content area is titled 'Communications Settings' and features a form field for 'Email Address' containing the text 'mark.james@sterlingcheck.com'. A 'Save' button is positioned to the right of the form field.