

REQUESTING BACKGROUND CHECKS

Logging into Background Check Request Program

Website Link: <https://hrbackground.utk.edu/>

Two-Factor Authentication



CENTRAL AUTHENTICATION SERVICE

Please enter your NetID and password:

NetID:

Password:

LOGIN

By logging in to this site, you agree to the terms of the [UT Acceptable Use Policy](#).

Two Factor at UT

Be two times as safe - enable two factor. Select your campus to learn more.

[UTK](#) [UTC](#) [UTM](#) [UTHSC](#)

Not sure which campus to choose? [Find out online.](#)

HR Background Check Screen



HR Background Checks

Request

Manage

Users

Logout

Background Check Request

Begin the background check process for candidates for temporary positions, Program for Minors, and faculty by creating a New Request below.

New Request

Enter the candidate's legal name and email address in the appropriate fields. Asterisks (*) represent required fields.

First Name *

Middle Name

Submitted Background Check Requests

Background check requests that have been submitted will be listed below. It is possible to cancel a request if it was made in error prior to Human Resources uploading the information to True Screen by clicking the cancel button. Once uploaded by Human Resources the request cannot be canceled.

Show entries Search:

First Name	Last Name	Email	Resp. Cost Center	Submitted	Status	Results	Awaiting Input
No data available in table							

March 22, 2022

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REQUESTING BACKGROUND CHECKS

Request a Background Check for one candidate:

Scroll down to see all entry fields.

- Request
- Manage
- Users
- Logout

Request below.

New Request

Enter the candidate's legal name and email address in the appropriate fields. Asterisks (*) represent required fields.

First Name *

Middle Name

Last Name *

Suffix

Email *

Submitted Background Check Requests

Background check requests that have been submitted will be listed below. It is possible to cancel a request if it was made in error prior to Human Resources uploading the information to True Screen by clicking the cancel button. Once uploaded by Human Resources the request cannot be canceled.

Show 10 entries Search:

First Name	Last Name	Email	Resp. Cost Center	Submitted	Status	Results
No data available in table						

Showing 0 to 0 of 0 entries Previous Next

Bulk Request Import

If there are multiple requests to be entered, click [here](#) to download the template. Enter information in the correct fields and save the file as a CSV file.

Click Browse, select the CSV file and click Upload.

Enter *First Name*, *Last Name*, *Suffix* (if applicable), and *Email Address* in NEW REQUEST field.

Scroll down further to complete the *RESPONSIBLE COST CENTER*. (The default is the cost center and Net ID of the person that is logged in and entering the request.)

Then click Submit Request →.

- Request
- Manage
- Users
- Logout

Suffix

Email *

The Responsible Cost Center should be the cost center hiring the candidate or the cost center responsible for the cost of the background check. Please confirm the accuracy of the information entered before submitting.

Responsible Cost Center *

Responsible NetID *

This field is only available to Admins.

Submit Request →

Bulk Request Import

If there are multiple requests to be entered, click [here](#) to download the template. Enter information in the correct fields and save the file as a CSV file.

Click Browse, select the CSV file and click Upload.

Browse Upload Bulk Request File

REQUESTING BACKGROUND CHECKS

Request Background Checks for a list of candidates

fields. Asterisks (*) represent required fields.

First Name *

Middle Name

Last Name *

Suffix

Email *

The Responsible Cost Center should be the cost center hiring the candidate or the cost center responsible for the cost of the background check. Please confirm the accuracy of the information

uploading the information to True Screen by clicking the cancel button. Once uploaded by Human Resources the request cannot be canceled.

Show 10 entries Search:

First Name	Last Name	Email	Resp. Cost Center	Submitted	Status	Results
No data available in table						

Showing 0 to 0 of 0 entries Previous Next

Bulk Request Import

If there are multiple requests to be entered, click [here](#) to download the template. Enter information in the correct fields and save the file as a CSV file.

Click Browse, select the CSV file and click Upload.

Browse

Upload Bulk Request File

Click on **CLICK HERE** for the template file. Template file will appear at the bottom left of the screen.

Email *

The Responsible Cost Center should be the cost center hiring the candidate or the cost center responsible for the cost of the background check. Please confirm the accuracy of the information entered before submitting.

If there are multiple requests to be entered, click [here](#) to download the template. Enter information in the correct fields and save the file as a CSV file.

Click Browse, select the CSV file and click Upload.

Browse

Upload Bulk Request File

Bulk_Request_Imp...csv

Click on **BULK_REQUEST_IMP.CSV** file name. The file will open in EXCEL.

	A	B	C	D	E	F	G
1	First Name	Middle Name	Last Name	Suffix	Email	Responsible Cost Center	Responsible NetID
2							
3							
4							
5							
6							

Complete a line for each candidate. Save the file as a CSV file. This file format will automatically default.

Click on **Browse**. Locate the saved CSV file. Click **Upload Bulk Request File**.

REQUESTING BACKGROUND CHECKS

For single Background Check requests, a warning box will pop up if the email address entered is already in the background check database, and will provide the date it was entered. If this is a NEW request, click **Submit Request** →. If it is a duplicate request, click **Cancel** ↻. Cancelling will clear the NEW REQUEST fields.

The screenshot shows a sidebar on the left with navigation options: Request (with a person icon), Manage (with a wrench icon), Users (with a group of people icon), and Logout (with a door icon). The main content area has a heading "Begin the background check process for candi Request below." Below this is a "New Request" dialog box with a yellow background. The dialog contains the following text: "A request with the same First Name, Last Name, and Email Address was previously submitted on 05/20/2021. Would you like to continue to submit this request?" At the bottom of the dialog are two buttons: "Submit Request →" (yellow) and "Cancel ↻" (red). Below the dialog, there is a text prompt: "Enter the candidate's legal name and email address in the appropriate fields. Asterisks (*) represent required fields."

The information entered can be seen under the Submitted Background Check Requests.

The screenshot shows the "HR Background Checks" interface. The top left features the University of Tennessee Knoxville logo. The main heading is "HR Background Checks". On the left is a sidebar with navigation options: Request (with a person icon), Manage (with a wrench icon), Users (with a group of people icon), and Logout (with a door icon). The main content area has a heading "Background Check Request" and a sub-heading "Background Check Request". Below this is a text prompt: "Begin the background check process for candidates for temporary positions, Program for Minors, and faculty by creating a New Request below." Below this is a "New Request" form with a text prompt: "Enter the candidate's legal name and email address in the appropriate fields. Asterisks (*) represent required fields." The form has two input fields: "First Name *" and "Middle Name". To the right is a "Submitted Background Check Requests" section with a text prompt: "Background check requests that have been submitted will be listed below. It is possible to cancel a request if it was made in error prior to Human Resources uploading the information to True Screen by clicking the cancel button. Once uploaded by Human Resources the request cannot be canceled." Below this is a table with a search bar and a "Show 10 entries" dropdown. The table has the following columns: First Name, Last Name, Email, Resp. Cost Center, Submitted, Status, Results, and Awaiting Input. The table is currently empty, with the text "No data available in table" displayed below it.

Within two days of requesting the background check, an asterisk will be added to the Awaiting Input field, if the candidate has not completed the online consent. These candidates will need to be contacted

REQUESTING BACKGROUND CHECKS

to check their email and spam folders for the link to complete the consent. The asterisk will be removed once a candidate completes the online consent. This field will be updated each morning.

If there is an error in the information submitted, scroll the screen to the right until the **Cancel** button appears, and then click **Cancel**.

An entry can be cancelled up until the point Human Resources uploads the request to Truescreen.

New Request

Enter the candidate's legal name and email address in the appropriate fields. Asterisks (*) represent required fields.

First Name *

Middle Name

Last Name *

Submitted Background Check Requests

Background check requests that have been submitted will be listed below. It is possible to cancel a request if it was made in error prior to Human Resources uploading the information to True Screen by clicking the cancel button. Once uploaded by Human Resources the request cannot be canceled.

Show entries Search:

Email	Resp. Cost Center	Submitted	Status	Results	
keeler@utk.edu	E010148	2021-06-07 14:59:26	Pending		Cancel

Two notification emails will be sent. One email will contain a list of successful background check completions. The second email will be a list of candidates that have not completed the online consent (Awaiting Input) to begin the background check process.

Completed Email Notification:

A message from the University of Tennessee, Knoxville.



HR Background Checks

The following requests are complete and have cleared the background check process.

First Name	Last Name	Delivered Date
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Awaiting Input Email Notification:



HR Background Checks

The following requests are on hold and are AWAITING INPUT from the candidate. These candidate(s) need to be contacted to check their email and complete the online background check consent form.

First Name	Last Name	Email Address	Delivered Date
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Human Resources will contact you for candidates that do not successfully complete the background check.

