

Employee/Volunteer Background Screening Guide

CPScreen.com



System Requirements

- ◆ Internet access is mandatory - To view a ChoicePoint website, you must have an Internet browser with the following qualifications: Microsoft Internet Explorer Version 6.0 or higher, or Netscape Version 6.0 or higher.
1. Log onto www.cpscreen.com, and bookmark for future reference.
 2. Click on the appropriate link to screen a volunteer or employee. This will guide you to our VolunteerSelect and ScreenNow Websites.

How to Set up Accounts

- ◆ New Users will need to set up TWO accounts - One ScreenNow account and One VolunteerSelect account. Make sure to fill out an online form on both websites.
1. From www.cpscreen.com, please click on the volunteer or employee link.
 2. Click on the "Sign Up Now" link on both the ScreenNow and VolunteerSelect websites.
 3. Schools and parishes will be responsible for the bill. Please select the appropriate payment method for your School or Parish.
 4. Complete our new user form- fill in your contact information on the Subscriber Page.

*NOTE – Make sure to enter the **promotional code "NOLA"** in the appropriate box on both websites.

5. Click "Process My Application" after reading the service agreement at the bottom of the page.

- ◆ *Processing Your Application: You will be contacted by e-mail within 7 days from submission with your new Account Number and Password. When you receive your passcodes, you are ready to order/view background reports.*

How to Order Background Reports

1. Log onto the VolunteerSelect or ScreenNow website through www.cpscreen.com. Enter your Account #, and Password in the boxes at the top of the website. Steps apply to both ScreenNow and VolunteerSelect unless otherwise noted.
2. Click on the “[Background Screens](#)” Link
3. Click on the “[Begin Search](#)” sub-heading. You should see a map of the United States.
4. Select a state where the applicant currently resides, or use the address where he/she lived for over 6 months.

On both ScreenNow & VolunteerSelect: The state package will already be selected for you. Please indicate which optional add-on search you want to purchase, and then click “Continue Search.”

5. Candidate Entry Form- All red field are required and must be populated.
 - **The School or Parish name must be typed in the Requestor Field.**
 - Completed the remaining form by entering the applicant’s information. Click on “Submit Search” when you are finished. ****Do not use dashes or slashes for the Soc. Sec. Numbers, Date of Birth, or Phone Number entries.**

How to View Reports

1. Log onto the VolunteerSelect or ScreenNow website through www.cpscreen.com. Enter your Account #, and Password in the boxes at the top of the website. Steps apply to both ScreenNow and VolunteerSelect.
2. To retrieve your results, click on the main “Background Screens” link, and then “View Reports” sub-heading.

3. Retrieve results page - displays an alphabetical listing of candidates' results. Click on the name of the applicant to retrieve results. The completed results will remain on your screen for 30 days from the last viewed date.
4. "Complete" Reports – every result has been retrieved.

"Pending Reports - Partial Information is ready to be viewed. Still waiting on other reports.

"In Progress"- Your order was received, and no information is available at this time.

5. Schools and parishes will only see clear (Green) results. Results that are not clear will be reviewed by HR and will not appear on your results page. Please contact Beth Tinto only by email at: etinto@archdiocese-no.org for further instructions.

Additional Information – review before ordering reports

Fair Credit Reporting Act Requirements

- ◆ Before a background report can be purchased, you must obtain written authorization from the applicant. The appropriate consent form is located on the "secure" VolunteerSelect website. You will need your Account # and Passcodes to view this form.
1. Once you have obtained your new Account number and passcode, Log onto VolunteerSelect through www.cpscreen.com. Enter your Account #, and Password in the boxes at the top of the website.
 2. Download FCRA-compliant consent forms by clicking on the "Background Screens" heading, and then "Helpful Links." The correct consent form will read, "*Click here for Sample Release and Notification Form for FCRA.*"

Billing

◆ Applies to both ScreenNow and VolunteerSelect

1. Credit Card – All report charges will be applied to the credit card number entered on the website system. This is done by logging on to the secured website with your Account #, and Password. Click on the “Background Screens” link, and then “Company Settings.” Enter your credit card number in the appropriate box -no dashes/spaces are necessary. You may also update contact information on this page.
2. Invoice Members – A statement will be mailed to the address and contact person identified when establishing the account. The detailed invoice is available on the secured websites under “Invoice Retrieval”

Assistance

- ◆ If you have any questions about the Choicepoint ScreenNow or VolunteerSelect, you may call **866-399-6647** (toll-free) Monday through Friday, 7 a.m. to 5 p.m. Eastern Time.