


CertifiedBackground and WebAdMIT

Background Check Ordering Guide

Ordering Background Checks through WebAdMIT

1. Send eVites

From the WebAdMIT admissions portal, send an eVite to applicants requiring a background check. To do this, locate the Personal Information Panel on the applicant profile page, then click the “Send eVite” button under the “Background Check” tab.



Personal Information				
Biographic Information				
Race & Ethnicity				
Disadvantages				
Citizenship and Visa Information				
Background Information				
Background Check				
Designation	Request Date	Status	Status Update Received	Action
Demo University	N/A	No request submitted	N/A	Send eVite

Applicants receive email invitations to submit their background check orders at CertifiedBackground. Once you send the eVites, the submission date is logged in WebAdMIT, and the status updates to “eVite Pending.”

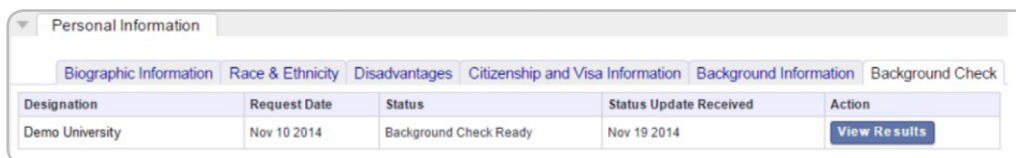
2. View WebAdMIT Order Statuses

You can view real-time background check order statuses for each applicant within WebAdMIT under the “Background Check” tab of the applicant’s Personal Information Panel.

A list of order statuses and definitions is provided on page 3 of this document.

3. Log Into CertifiedBackground

When a background check is complete, a “View” link appears under the “Results” button in the WebAdMIT admissions portal. Click “View” to access CertifiedBackground, where you will view all background check results.



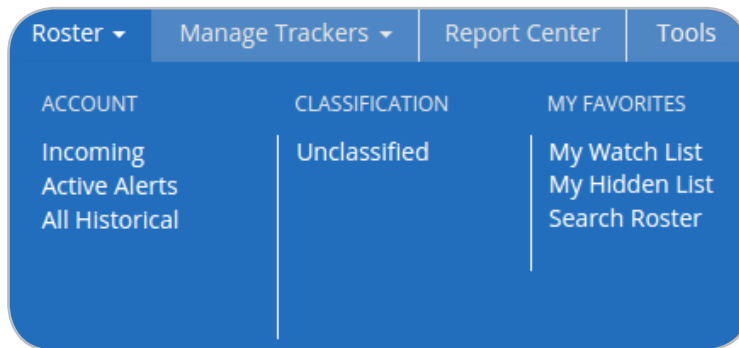
Personal Information				
Biographic Information				
Race & Ethnicity				
Disadvantages				
Citizenship and Visa Information				
Background Information				
Background Check				
Designation	Request Date	Status	Status Update Received	Action
Demo University	Nov 10 2014	Background Check Ready	Nov 19 2014	View Results

In order to access orders through your secure account, enter the username and password provided in your CertifiedBackground welcome emails. Once logged in, you are able to retrieve order results.

Retrieving Results through CertifiedBackground



1. View Your Roster

From within the CertifiedBackground Administrator Portal, select the “Roster” drop-down menu, then select “Incoming.” Your Incoming Roster displays all student orders unless you choose to “Watch” or “Hide” any of them.



2. View Background Check Results

From the roster, click the PDF icon in the “Item” column to view or download a student’s order results, or click the student’s name and select the “View/Print Results” button. Please note: clicking the student’s name unbolds the record, allowing you to track which orders have been viewed.

Date Of Order	Item	Status ?
02/05/2015 12/11/2014	Background Check	 

3. Sort Your Rosters

Sort your roster by clicking on the column headings. Use the classification option to organize student data as needed. “Watch” or “Hide” students from the Incoming Roster to move them to separate lists, accessible from the “Roster” menu.

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Frequently Asked Questions

How are user permissions determined?

Only WebAdMIT administrators can set permission levels. Each organization has a designated user or users who are permitted to send eVites and view background check results. If you are not a WebAdMIT administrator and need to perform these functions, you must contact a designated user in order to access the background check feature in WebAdMIT.

WebAdMIT administrators need to set permission levels for users who will be requesting background checks or viewing results. First, all users need access to the Personal Information panel on each applicant's page. Permission levels are set from the main menu Work Group tab.

What do the order statuses in WebAdMIT mean?

Below are common background check order statuses that display in WebAdMIT. If you have any questions about these statuses, contact the WebAdMIT Support team at 716-636-7777 x7 or webadmitsupport@liaison-intl.com.

No request submitted: A background check eVite has not been sent.

eVite Pending: The eVite has been initiated, and an email is being sent to the applicant.

eVite Sent to Applicant: The eVite has been successfully emailed to the applicant.

eVite has Expired: An applicant has 30 days to respond to an eVite; after 30 days, this eVite will expire.

Applicant completed eVite: The applicant completed the background check order process via the eVite.

Background Check in Progress: CertifiedBackground is working on the background check.

Background Check Ready: CertifiedBackground has completed the background check.

Background Check Cancelled: The background check has been cancelled.

Contact Customer Service: Contact the WebAdMIT Support team at 716-636-7777 x7 or webadmitsupport@liaison-intl.com to resolve the issue.

What do I do if an applicant does not receive an eVite or misplaces an eVite?

If an applicant cannot locate his or her eVite, you can click “Send new eVite.”



Please note that clicking “Send new eVite” does not resend the original eVite. If an applicant locates the first eVite and responds to both the original eVite and the new eVite, the applicant will be charged twice. If this occurs, the applicant may contact the CertifiedProfile Service Desk at 888-914-7279 to cancel the second order, or use the “Need Help?” option from within their CertifiedProfile to contact the Service Desk online.

Who should I contact with questions?

For questions concerning background check results or turnaround time, contact the CertifiedBackground Customer Experience department at 888-666-7788 or customerservice@certifiedbackground.com.

For technical assistance, help placing a background check request through WebAdMIT, or if you are receiving a “Contact Customer Service” notice in WebAdMIT, contact the WebAdMIT support team at 716-636-7777 x7 or webadmitsupport@liaison-intl.com.