HOW TO COMPLETE YOUR ONLINE BACKGROUND CHECK SUBMISSION

COMPLETING A BACKGROUND CHECK FOR UNC-CHAPEL HILL

Please follow the guide below. If you are still in need of assistance, please contact the UNC-Chapel Hill Office of Human Resources Service Center at (919) 843-2300 and ask for the Background Check Office or email your inquiry to backgroundcheck@unc.edu.

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Please read your Welcome Email in its entirety before attempting to begin the online background Check submission.

The welcome letter contains important information including:

- An introduction to the University's background check service provider, Castle Branch/Certified Background
- Notification that you will receive a separate email from Castle Branch/Certified Background with a link to the candidate/appointee portal
- A screenshot of the actual email that you will receive from Castle Branch/Certified Background
- Instructions for completing the online background check form

UNC-Chapel Hill requires a background check for new candidates as part of the University’s process of consideration. For your convenience, the University uses a web-based system to initiate and process background checks.

To begin the process, you will receive a separate email from our vendor, Castle Branch Inc. /Certified Background. Castle Branch Inc. /Certified Background is an investigative screening agency that conducts a variety of consumer reports, including background checks. The email will include a link to a secure website where you will complete the background check process online.

Here is a sample of the email you will receive:

All candidates/appointees must provide a valid Social Security number, with the exception of international candidates/appointees who have recently arrived to the country. International Candidates/Appointees: If you do not yet have a Social Security number, please enter “000-00-0000” in the space provided for Social Security number.

Please allow enough time to complete the online submission in its entirety. The session will time out after a short period of inactivity and all information entered will be lost.

Thank you for your prompt attention to this matter. Your timely completion of this request will prevent delays in the consideration process. Generally, background checks take 7-10 business days to complete. You will be notified via email when your background check results are available to view online.

Please Note: Completion of your background check does not serve as an offer of employment or any indication of eligibility for hire or appointment. Please wait for further information (or guidance) from the hiring authority.

For more information about UNC-Chapel Hill’s background check policy, click here. You may also review our frequently asked questions to learn more about the background check process. If you need assistance with the electronic background check process, please contact the HR Service Center at (919) 843-2300 and ask for the background check unit.
II. **Start Process: The CertifiedBackground Website**

Next, you will receive an email from CertifiedProfile Service Desk [mailto:cpservicedesk@certifiedprofile.com]

- The email contains a link to the online background check portal.
- Click "**Start Process**“ to go to the Castle Branch/Certified Background website and begin the online submission.
II. Start Process: The CertifiedBackground Website (Continued)

Castle Branch/Certified Background Portal Home Page:

Please read the “Please review” section. It contains the following:

- A list of the specific background check components that will be included in your background check
- A link to the CertifiedProfile Terms and Conditions of Use

Click the box to confirm you have read, understand, and agree to the Terms and Conditions

*You must click the box before moving to the next screen

Click “Continue Order” to go to the next screen

*Please do not attempt to type any personal information into the fields at the top right section of this page. You do not need a package code or login information
III. Personal Information and Identifiers

Type your information into the required fields provided in the “Personal Information” and “Personal Identifiers” sections.

Fields containing a “*” are required. You will not be able to go to the next screen without completing them.

FOR INTERNATIONAL CANDIDATES:

ADDRESS: Although you may select a different country from the pull-down menu, you will still be required to select from the “state” pull-down menu. Please select NC. Enter only five (5) digits in the zip code field without letters or special characters (example: 55859).

TELEPHONE NUMBERS: Enter only ten (10) digits without special characters (example: 9195557733).

SOCIAL SECURITY NUMBER: If you do not yet have a social security number, enter all zeros (000-00-0000) into the SSN field.

*You will have an opportunity to enter the correct address and phone number format later in the process.
This screen allows you to create and confirm a password to secure your submission. Your email address will automatically populate from the Personal Information and Personal Identifiers screen. Be sure to create a password that is secure, but memorable. You will use this password to access your account and view your results once your background check is complete. *If you have completed a previous background check using this portal, you will be given a message asking you to enter the password you previously created. Click “forgot my password” if you cannot remember your previously created password.*
V. Additional Names and Addresses:

- Enter all previous names that you have used (maiden, married, hyphenated, etc.) in the past
- If you do not have any previously used names, click the “I do not have any additional names” box
- Enter all previous US addresses of residence back to age 18
- If you do not have any additional addresses, click the “I do not have any additional addresses” box
- This screen can accommodate unlimited name and address entries. Click “Add another” to enter additional names or addresses

*If you cannot remember all of your previous addresses, please enter as many as you can remember

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![Additional Names and Addresses Form](image-url)
If a driving check is required for your background check, you will be asked to provide your driver’s license number and issuing state on this screen.

This screen also lists the other components of your main background check and the name(s) under which each search will take place. Your name will auto-populate in these fields.

Review this screen to ensure that your name is correct and any Department of Motor Vehicle license information is correct.

*Scroll to the bottom of the screen to answer the “Previous Records” section before attempting to go to the next screen (see next page)
VII. Disclosing Criminal History:

Scroll to the bottom of the screen to the “Previous Records” section (the last item on the screen).

You are asked to respond as to whether you have any “Adult Criminal History” to disclose.

Please select “No” if you have never had a conviction (driving, criminal, or otherwise) since age 18.

Select “Yes” if you have ever been convicted of an unlawful offense.

Selecting “Yes” will open additional fields where you will enter the details of your conviction(s).

*You will not be permitted to go to the next screen without making a selection.
VII. Disclosing Criminal History (Continued):

Enter the conviction information in the fields provided

*Please include all convictions, even if you think the incident was minor.

Convictions include guilty pleas, guilty verdicts, prayers for judgement (PJC) and non-contested charges for any unlawful offense including driving infractions (i.e. speeding tickets, DUI, etc.)

*State law allows you to exclude any arrest, charge or conviction that has been expunged.

<table>
<thead>
<tr>
<th>RESIDENCY HISTORY</th>
</tr>
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<tbody>
<tr>
<td>Name *</td>
</tr>
<tr>
<td>Test Test Test</td>
</tr>
</tbody>
</table>

<table>
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<tr>
<th>DOCUMENT MANAGER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name *</td>
</tr>
<tr>
<td>Test Test Test</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>PREVIOUS RECORDS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Have you had any prior adult criminal history? Yes *</td>
</tr>
<tr>
<td>State *</td>
</tr>
<tr>
<td>Florida</td>
</tr>
<tr>
<td>Year of Offense</td>
</tr>
<tr>
<td>2012</td>
</tr>
</tbody>
</table>

* Indicates required information
VIII. **Education History** (if applicable):

Enter your degree information in the fields provided

*If you do not have a degree or have an International (Non-US) degree, do not complete these fields.

**STOP** and contact your department representative immediately

*Do not enter High School information on this screen*
IX. **Professional Licensure** (if applicable):

Enter your professional license information in the fields provided.

Examples include medical or nursing licenses, LPC or LCSW, or other professional certifications.

*If you do not have a degree or have a professional license, do not complete these fields.

*STOP and contact your department representative immediately*
Review the information that you have entered so far

Click the “Go Back” button to return to previous screens and make edits/corrections

To go to a particular screen or section, click the pencil icon beside the section and make the necessary edits

*Be sure to confirm that your name, date of birth and social security number are entered correctly
X. Order Review (Special Notes and Instructions) (Continued)

Notes and Special Instructions:

The notes and special instructions section is an open text box where you can communicate any special circumstances or instruction regarding your submission.

If you are an international candidate and had to alter the format of your address on the Personal Information and Personal Identifiers screen, please enter the correct format of your phone number or address in the Notes and Special Instructions box.

Click “Submit” once you have reviewed your entry and provided any notes and special instructions.
XI. Order Confirmation & Next Steps:

You will receive confirmation that you have entered the information necessary to begin your background check.

This is NOT the end of the process!

Please read the “Next Steps” section and click “Next” to follow the steps to sign your Disclosure and Authorization Release and answer a required supplemental question

*Do not skip the next steps. Your background check will be canceled if the next steps are not completed.
**XII. Disclosure and Authorization Release (E-Signature Process):**

The Disclosure and Authorization Release (e-signature) section is used to give the University permission to conduct your background check.

Click the blue “Disclosure and Authorization Release” link to begin the electronic signature process.

*The “this form” link is the paper version of the Disclosure and Authorization Release which cannot be signed electronically. Only use this link if you intend to print, hand-sign and fax the release.*

![Screen capture of the e-signature process](image-url)
XII. Disclosure and Authorization Release (E-Signature process) continued:

Fill in each field in the Release Information section

Click “Continue with Esigning” button to continue

*Although some of the information required on this page was provided earlier in the process, the disclosure is considered a separate document and does not access information from your Personal Information page.
Disclosure and Authorization Release (E-Signature) continued:

The information entered on the “Release Information” page will automatically populate to a pdf version of the Disclosure and Authorization Release form. Click the “Click Here to Sign” link.

The page will automatically scroll to the Applicant Signature section.
XII. Disclosure and Authorization Release (E-Signature process) continued:

Once you have provided your electronic signature, click the “Click to Continue” button at the top of the screen.

*Your Disclosure and Release Authorization will be considered incomplete if you do not “Click to Continue”, even if you can see your signature on the form.
Demographics Document Manager:

When the e-signature is complete, you will be returned to the Certified Profile To-Do List.

The Disclosure and Authorization Release section will show “Complete”.

Click the “+” sign beside the Demographics Document Manager section.

The section will expand and you will be required to enter your county of residence.

Type your county of residence into the space provided.

XIII. To-Do List: County of Residence:
XIII. To-Do List: County of Residence:

Demographics Document Manager:

Current County of Residence:

Click the “+” sign beside the Demographics Document Manager section

The section will expand and you will be required to enter your county of residence

Type your county of residence into the space provided

Click the “Submit” button
XIV. Confirmation Email and Next Steps:

Certified Profile To-Do List:

Both the Background Check section and the Demographics Document Manager section will read “Complete”

You have now completed all required portions of the online background check process and can logout

You will receive a confirmation email (see next page)
XIV. Confirmation Email and Next Steps:

Email Confirmation:

You will receive an email confirmation delivered to the email address that you gave during your online submission.

You will receive an additional email when your background check is complete and your results are available to view online (see next page).
You will receive an additional email when your background check is complete and your results are available to view online.

Please Note: As stated in the “View Results” section of the email, completed results do not serve as an offer of employment or eligibility for appointment. You must wait to be contacted by your hiring/appointing authority for information and guidance regarding next steps in the hiring/appointing process.

Below is a link to your completed order results for UNC Chapel Hill - Human Resources - Online. These results are also available in My Documents in your CertifiedProfile Document Center.

View Results

Please Note: Information contained in the message does not serve as an offer of employment or any indication of eligibility for hire or appointment. Please wait for further information or guidance from the hiring authority.

DISPUTE RESULTS

You have the right to dispute incomplete or inaccurate information. If you identify information in your results that is incomplete or inaccurate and report it to the consumer reporting agency, the agency must investigate. See a Summary of Your Rights Under the Fair Credit Reporting Act for additional information.

To dispute criminal/civil records reported on your background check, click here. Please allow up to 30 business days to process your claim.

To dispute additional charge, click here. Disputes will only be processed on orders placed in the last 90 days. Refunds will only be given for counties searched that contained no criminal records.

SHARE RESULTS

If your school has enabled clinical sharing, you may share your results with designated clinical facilities/field experience locations.