

Candidate Hub User Guide

Sterling | July 2021

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Make the Right First Impression with Your Candidates

Sterling's Candidate Hub is designed to impress and engage, right from the start

At Sterling, we've made it our mission to provide the foundation of trust and safety our clients need to create great environments for their most essential resource, people.

Because candidates are at the heart of our business, we're doing our part to simplify and continuously improve the candidate experience during the background screening process, from start to finish.

Sterling's Candidate Hub delivers a seamless, more efficient background screening experience for candidates anywhere, anytime – and ensures meaningful and compelling engagement with top talent throughout the hiring process.

HERE'S HOW STERLING DELIVERS A BETTER CANDIDATE EXPERIENCE

- Our intuitive, mobile-responsive design provides candidates the flexibility to enter their information on-the-go, from any device
- Our straightforward document upload and e-signature options help save time
- Candidates can easily opt to login using Google credentials
- The Activity Center allows candidates to easily view their required tasks to be completed, review reports, and access signed documents, all in one place
- Text notifications and reminders provide alerts to help encourage timely task completion
- Once data collection is complete, candidates can conveniently schedule drug tests to close out the screening process

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Initiating a Request for Candidate Information

Invite the candidate to submit the information needed to complete a background screen by sending the candidate an e-invite through the Sterling Platform dashboard. To begin, press **Send Invite**.

count ross Services Inc - Test	Billing Code (optional)							
1000 Del fices/ file fiese	None			🚯 Dra	g here or <mark>click</mark>	o browse for a file		
orkflow onsent Plus	Location of Employment New York, NY, USA		Email Content					
creening Package ompany Package	Projected Salary \$25,000 - \$74,999		Template [Generic Templa	te]	Subject Default Su	bject		
osition ustomer Service								
ackage Details ounty Criminal			Cc			Bcc		
 Past 7 Years Criminal xtended Global Sanctions Max 1 Jurisdiction 								
redit for Global Screening • Max 1 Jurisdiction • Do not search jurisdictions lived in fo	r less than 6 months							
dd-On Details								
Add Candidate								
Important Disclosures								~
Manual Bulk Upload								
e sure to confirm your candidate's en	ail before submission.	News		5 m 2			1 contraction	
First Name	Last Sm	iith		candidate@email.com			English	-

Account Creation & Initial Login

The candidate will receive an email containing a link to access the Candidate Hub. They will be asked to Click here to begin the process of submitting their information.

From: noreply@istering.apg <noreply@istering.apg< td=""> Sent: Wednesday, June 18, 022 2:35 PM To: John Smith Subject: On behalf of Sterling Training: Background Screening Instructions</noreply@istering.apg<>
Dear John
Sterling Training has contracted with Sterling (a leading consumer reporting agency) to perform a background investigation in connection with your employment. You will need to complete an electronic consent and review multiple separate documents including a stand-alone/disclosure and sign your authorization to have a background check run. The link below will take you to the data-collection portal in our secure server.
You are encouraged to carefully read the information provided about your rights under the Fair Credit Reporting Act, and the privacy and security of the information you provide.
You may be aded to provide employment history through the data-collection process. The employment history investigation can be significantly shortened if a legitimate e-mail address for your employers is provided along with a supervisor or Haname. Also, if you were working for a temporary agency, please provide that contact information rather than the company you were placed with.
<u>Click Here</u>
If you have an questions or need technical support, please contact Sterling toil-free at 1-888-889-5248.
Thank you for your assistance!
Regards,
Sterling
For faster service when calling for assistance, mention Client Account ID: 20
This email is CONFIDENTIAL. It is intended only for the use of the person to whom it is addressed. Any distribution, copying or other use by anyone else is strictly prohibited. If you have received this message in error, please telephone or email us immediately and destroy this message.

After the candidate clicks the link, they will be redirected to the log in page of Candidate Hub.

There is a language selection option in the upper right corner where the candidate can change to their preferred language.

The candidate's email will pre-populate in the email address /username field.

From here, the candidate will create and confirm a password for their Candidate Hub account, and then click **Create** Account.

Scerling	English (United States) 🏲
Email Address Candidate@email.com Pessword Must be 8 characters in length with 1 uppercase and lowercase letter; 1 number and 1 special character Confirm Password	<image/> <text><text><text><text><text></text></text></text></text></text>

After the candidate selects to create an account with Sterling, a new email will be sent to the candidate, and the email instructions will direct them to click a link to **Confirm** their email address.

Sterling	Sterling
Your account has been created and a confirmation link has been sent to your email address, n@gmail.com Please check your inbox and confirm your email address before logging in.	Your account has been created and a confirmation link has been sent to your email address, n@gmail.com Please check your inbox and confirm your email address before logging in. Get a new confirmation email
Get a new confirmation email	
Copyright © 2021, Sterling Talent Solutions Contact Us Acceptable Use Policy FAQ US FACT ACT Disclosure Privacy Statement	

Exhibit A: Mobile & desktop screenshots of candidate account creation



The link will take them back to the Candidate Hub log in page.



From there, the candidate must enter their email address and password, then click Log in.

Scerling	
C Log in with Google	
or log in with Fmail Address candidate@email.com Password	
Forgot your Password?	Welcome! You've been invited by our company to provide information to Sterling Talent Solutions in order to initiate a background check for potential employment.
I am a new user	After you login, based on your location, we'll need your disclosure and authorization to begin this process and you'll be provided your rights under applicable laws, which govern collection, use and disclosure of personal information and background screening for employment, contract work or volunteer purposes.
	The information you provide is confidential and will only be disclosed to the dearly specified recipient(s) listed on the background check disclosure and authorization form.
	define well definitions before are the sections that we fill be adjust to Show more

After logging in for the first time, the candidate will be presented with a Quick Setup page. If the candidate clicks on the **Setup Google one-click login** toggle, they can link their Candidate Hub account to their Google account.

Scerling	
Quick Setup	
You can set up one-click login via Google by activating below time under Settings.	v. You can always complete at another
Receive SMS text notifications?	
Set up Google one-click login?	
Continue	

If the candidate decides that they want to connect their accounts, when they click **Connect to Google**, a Google Sign In dialog will pop up and the candidate can login using their existing account or create a new Google account.

PLEASE NOTE

If the candidate is already signed into Google, the sign in dialog will not pop up, but their Candidate Hub account will still be successfully linked.

When an account is linked successfully, we show a success message, and from that point forward, the candidate will be able to login using Google.

The link to a Google account can also be managed on the Settings page within Candidate Hub.

If the candidate does not have access to a desktop environment, Candidate Hub is mobile responsive.

5 2 4 2 0 0 0 0 N

Login

Scerling

G

Email Address candidate@email.com

Password

I am





Completing Required Forms

After logging into Candidate Hub for the first time, the candidate will be required to verify their location so that Sterling can provide them with any location-based required forms.



After verifying their location, U.S. based candidates are prompted to complete a series of consent forms, including Electronic Signature, Disclosure, Summary of Rights FCRA, Authorization, and any state or local jurisdiction specific documents that are required. The candidate will then click Next to advance to the next screen.

Refore we get started please review	
Please read and sign the disclosure and authorization forms below.	Disclosure
Electronic Signature	DISCLOSURE REGARDING BACKGROUND INVESTIGATION
 Disclosure 	A Customer ("the Company") may obtain information about you from a third party consumer reporting agency for engloyment purposes. Thus, you may be the subject of a "consumer report" which may include information about your character, general equation, personal characteristics, and/or mode of living. These reports may contain information regarding your criminal history, social security verification, motor vehicle records ("driving
Investigative Disclosure	records"), verification of your education or employment history, or other background checks. The investigations will be conducted by Sterling Infosystems Inc. 4511 Rockside Road, 4th Floor,
California Disclosure	Independence, OH 44131. 1.866.338.6739 <u>www.sterlingcheck.com</u> . [End of Document]
State Law	p. 1 of 1
Summary of Rights FCRA	
Summary of Rights NY	
ø Authorization	

PLEASE NOTE

Candidates must view and sign all relevant forms to continue in the background screening process.

Non-U.S. based candidates will be asked to complete Electronic Signature and Global Consent forms.



Exhibit C: Mobile screenshots of electronic signature and consent forms

Entering Requested Information

After viewing and electronically signing relevant consent forms, the candidate will be prompted to enter their personal information, including date of birth, full name, SSN, and address history. The candidate will then click Next to advance to the next screen.

S	Scerling			candidate@email.com 👻	
	My Information	Employment	Education	References >	
	Let's get started	* means required fi	eld		
	Contact Info Enter your First and Last Legal name as shown o	on your Government ID			
	Title 👻	First Name *			
	Middle Name *	Last Name *	Be	sure to use your legal name	
	I do not have a middle name Suffix (I,II,III,IV,Jr,Sr)		We will be un you use your l	able to complete the requested services unless agal name. You can find a thorough explanation in our <u>FAQ</u> .	
	Have you ever used an alternate name?				
	Enter your Date of Birth as shown on your Govern	ment ID		V	
	Date of Birth				
	Year* 🚽 Month 🦆 Day* 🚽		Vourinformat	hat happens with my data?	
	I do not have a U.S. issued Social Security Nur	nber	information a share with thi	nd maintain high security standards. We do not rd parties. You can find a thorough explanation	
	Enter your SSN as shown on your Government ID			in our <u>Privacy Statement</u> .	
	Social Security Number *	Social Security Number Verification *			
	Phone Number *	Ext			
	Address History				
	 Do not include any gaps Every date should coincide with the previous low whereas "Previous Address" is January 1982 - January You can provide your address history after you 	cation end dates E.g.: 2019 January - Current nuary 2019 have provided your current address.			
	Country* United States		*		
	Address				
	Current				

After the candidate supplies their personal information, Sterling will collect employment history. The candidate will then click Next to advance to the next screen.

Scerling				candidate@email.com	•
My Information	Employment	Ec	Jucation	References	>
Great! Now a little about your employment history. Help us retrieve details to save time and assu • Please provide the past 7 years of your employ • Or you can provide a combination of you to 21 • You will be asked to explain any goos in your e • If you don't meet these requirements, you can questions and clicking the Next button. • Provide the corporate Human Resources phor	* means re re accuracy. ument history. current and past employers. mployment history. still complete this step by answering a e number of the company or email ad	quired field	Do you have contr	actor or temporary wo perience?	vrk
Employer Name *	Country * United States	Ť	Please provide the name need this to verify :	of the placement agency. We your employment records.	will
Address *			G	JX	
Apartment, suite, unit, floor, etc. Zip Code	City *		Do you have fast food, entity Be sure to use the exact s w	Chain restaurant or fra experience? treet address for the location rorked at.	you
State*	Employment Type *	¥			
Job Title * Start Date Year * Month * Day *	End Date Year * Month * Day	* 🗸			
Human Resources Staff					
HR or Supervisor's Name * Phone Number * Volume + 1 Provide the corporate HR phone number No additional employment to provide Add Employment	HR or Supervisor's Email Addr	ess			

PLEASE NOTE

The following Candidate Hub screens will vary based on the services that you currently have enabled in your Sterling accounts. This User Guide reflects an account with Criminal, Employment, and Education Verifications enabled.

The candidate is then prompted to fill out education history. The candidate will click **Next** to advance to the next screen.

Scerling			candidate@email.com 👻
My Information	Employment	Education	References
Education	* mean	s required field	
Please provide a record of your educati Please provide your highest completed	on history starting with the highest level co level of education history.	ompleted.	
Institution Country * United States	🗸 State *	•	F
Institution Type *	▼ City/Town *		
Institution Name *		Please p	provide your full name at attendance graduation year
Address			Please specify which campus you attended.
Zip Code *	Course Format	•	
Degree Type *	 Major/Field of Study 		
Did you graduate?*	Start Date	ay * 🖕	
End Date			
Year * 🖕 Month * Day * 🖕			
Did you have a different name while attend	ding? g		
Back			Nex

After completing the required fields for employment and education history, the candidate is able to upload documents by dragging or browsing for a file. In some cases, there may be a list of required documents. The candidate will then click Next to advance to the next screen.



PLEASE NOTE

On a mobile device, the candidate can take a photo and upload it to this section.

The next step contains a Review. If something was missed while completing the first three sections, the candidate will now be prompted to Fix Issues. Once all alerts have been resolved, the candidate can continue.

2:13 विक्रिके⊴ © ●		Scerlin	candidate@email.com 👻			
qaworkforce.sterlin	ngdirect.com 💊 : 💻	<	Credentials	Self Disclosure	Documents	Review >
⊘Documents	Review	It look Please ad	s like we need some a dress the issues below.	dditional information	_	
looks like we ne dditional informa	ed some ation	My Inforr	nation			Complete 🥑
ase address the issues be	low.	Employn	nent			Issues 🌗
Information	Complete 🤡	Educatio	n			Complete 🤡
loyment	Issues 🌗	Reference	es			Issues (1)
ation	Complete 🥑	Crodonti	ale			Complete
ences	Issues 🌗	Credenti	215			Complete
entials	Complete ✔	Self Disc	losure			Complete 🥥
Disclosure	Complete 🥑	Docume	nts			Complete 🥑
ments	Complete 🥑					
Back	Fix Issues					
		Back				Fix Issues

Exhibit D: Mobile & desktop screenshots of the Fix Issues prompt

While in the Review tab, the information that candidate has entered throughout the previous sections will be displayed with an option to edit, if needed. If no edits are needed, the candidate can press **Confirm**.

2:18 ह 🕿 🖷 ≜ 🕸 © • 🤋 * ° ⊿ 50% 🔒 ∠ 🔺 Review < ✓ • :	Scerling	candidate@email.com 👻		
Scerling =	< Self Disclosure	Documents	Review	Complete
Occuments Review	That's it! Does everything belo	w look correct?		
That's it! Does everything below	✓ John Doe Smith	Edit		
look correct?	✓ 1 State Street, New York, asffds 10004 2003-01-	Edit		
John Dee Smith Edit	Company A - Customer Service 2010-01-01 — C	Edit		
Company A - Customer Service 2010-01-01	✓ University of Southern California	Edit		
University of Southern California Edit	✓ Reference - Jane Doe			Edit
✓ Reference - Jane Doe Edit				
Confirm				Confirm
+1-888-889-5248 client.support@sterlingts.com				
III O < *	Exhibit E: Mobilo	8. dockton coroonchote	of the Poview tab wit	th an option to adit if pagassar

Exhibit E: Mobile & desktop screenshots of the Review tab, with an option to edit, if necessary



Submission of Information

The final page of the Candidate Hub is the Complete section. This page lets the candidate know that their information has been submitted and provides details on how to contact Sterling if necessary.

The candidate may also select **Go to Activity Center** to a Download PDF version of the information that they entered throughout the prior screens.

Sčer	ling			candidate@email.com 👻			
<	Self Disclosure	Documents	Review	Complete			
Q	Don't miss updates. Sign up for SMS no	tifications!		Click Here			
You	Your information has been submitted.						
Tha	nk you!						
Subn	Submitted On July 8, 2021						
You	You may be contacted by a representative from Sterling to verify your information.						
If yo	If you have any questions regarding your order, please contact Customer Support.						
613 to o noti D	613 Notice: This notice is to infloring you that the background check you authorized A Customer at 9457 S. UNIVERSITY, #337 to obtain is being prepared. The background check includes public record information. If you have questions regarding this notice, please contact Sterling at 888.989.5248. Download PDF Go to Activity Center						



The Activity Center

From the Activity Center, the candidate can see when required tasks were completed and view any attached documents.

