

# Candidate Hub User Guide

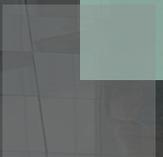
Sterling | July 2021



## **Confidential & Proprietary Statement**

*This material constitutes confidential and proprietary information of Sterling and its reproduction, publication or disclosure to others without the express authorization of the General Counsel of Sterling is strictly prohibited.*

*Sterling is not a law firm, does not provide legal advice, and provides sample forms for clients use including pre and final adverse action notices. Sterling recommends that clients have their forms, including Sterling samples, reviewed by their own counsel.*



# 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

## Table of Contents

- Initiating a Request for Candidate Information ..... 4
- Account Creation & Initial Login ..... 4
- Completing Required Forms..... 9
- Entering Requested Information.....10
- Submission of Information .....14
- The Activity Center .....14

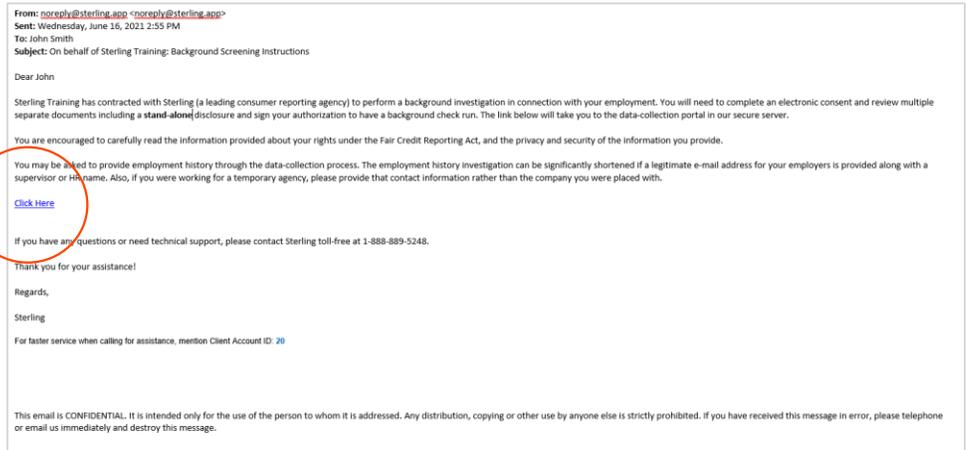
## Initiating a Request for Candidate Information

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**.

The screenshot shows the 'Order Summary' and 'Add Candidate' sections of the Sterling Platform dashboard. The 'Add Candidate' section includes a dropdown for 'Important Disclosures', buttons for 'Manual' and 'Bulk Upload', and a warning: 'Be sure to confirm your candidate's email before submission.' Below this are input fields for 'First Name' (John), 'Last Name' (Smith), 'Email' (candidate@email.com), and 'Language' (English). A red circle highlights the 'Send Invite' button.

## 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.



After the candidate clicks the link, they will be re-directed 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**.

The screenshot shows the Sterling Candidate Hub account creation interface. On the left, there is a form with the following fields: 'Email Address' (pre-filled with 'candidate@email.com'), 'Password' (with a strength indicator and a note: 'Must be 8 characters in length with 1 uppercase and lowercase letter, 1 number and 1 special character'), and 'Confirm Password'. Below the password fields is a checked checkbox for 'I agree to Sterling's Terms of Use'. A 'Create Account' button is highlighted with a red circle, and a link 'I am a returning user' is visible below it. On the right side of the page, there is a 'Welcome' message, a line-art illustration of a person, and a paragraph of text explaining the background check process. A 'Show more' link is located at the bottom right of the right-hand section.

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.

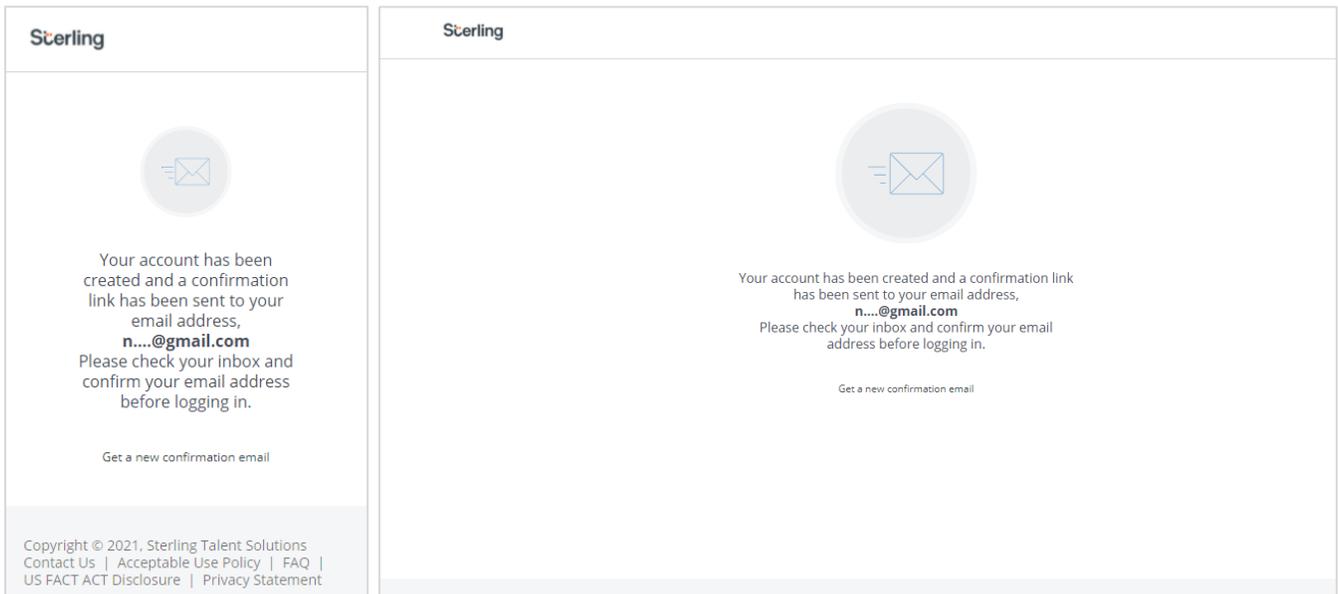
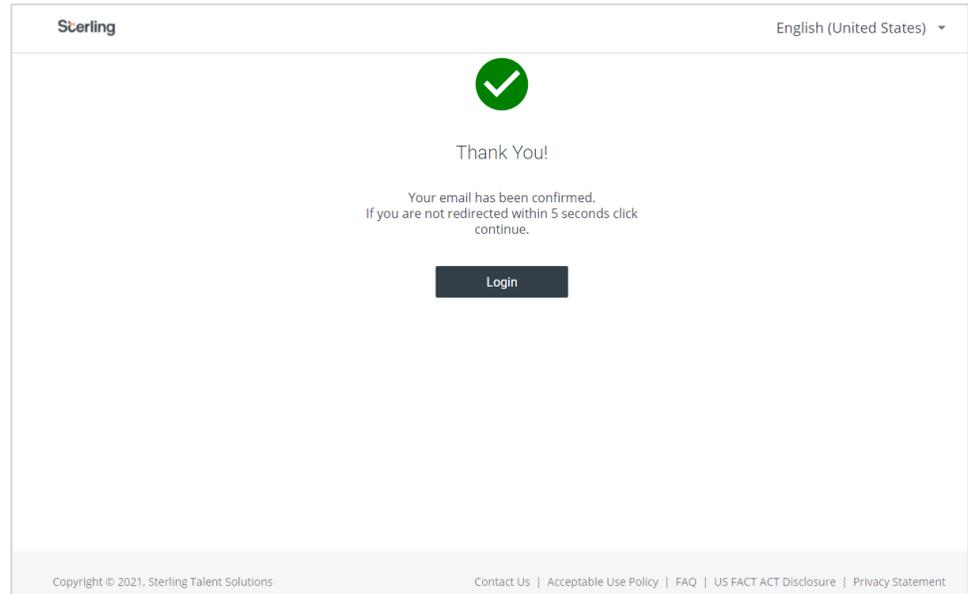
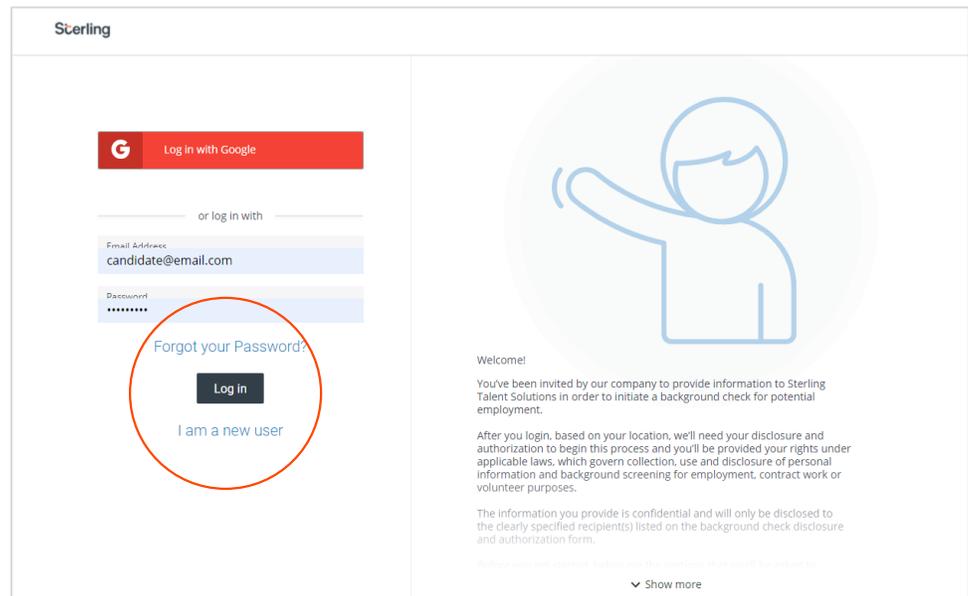


Exhibit A: Mobile & desktop screenshots of candidate account creation

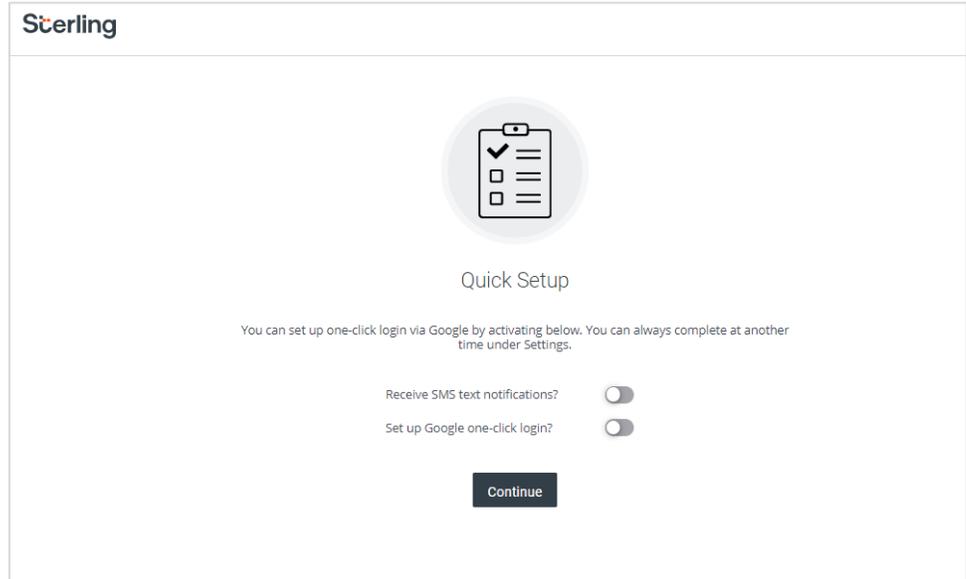
The link will take them back to the Candidate Hub log in page.



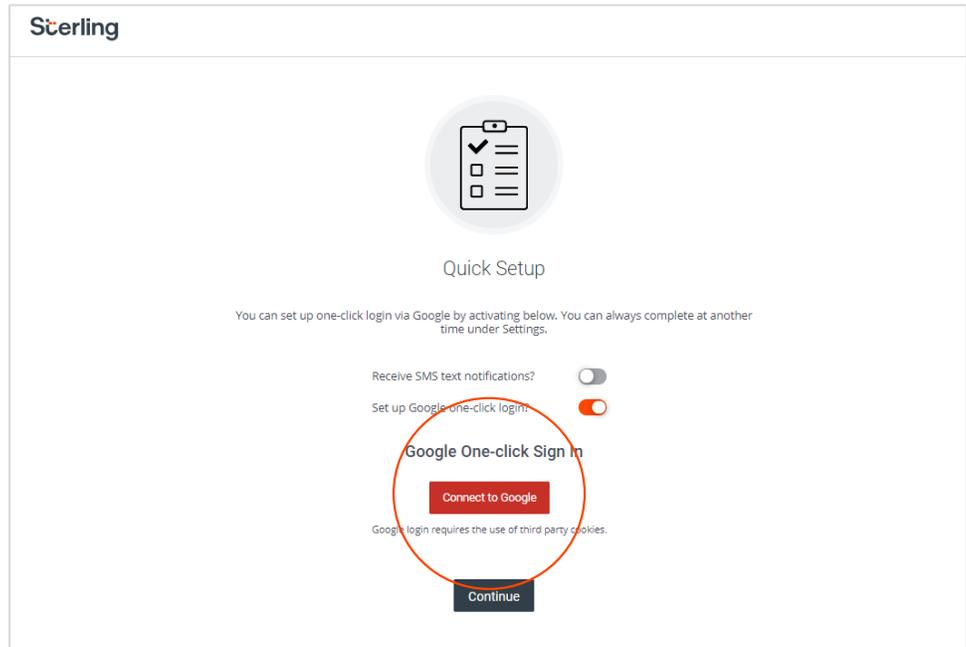
From there, the candidate must enter their email address and password, then click **Log in**.



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.



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.

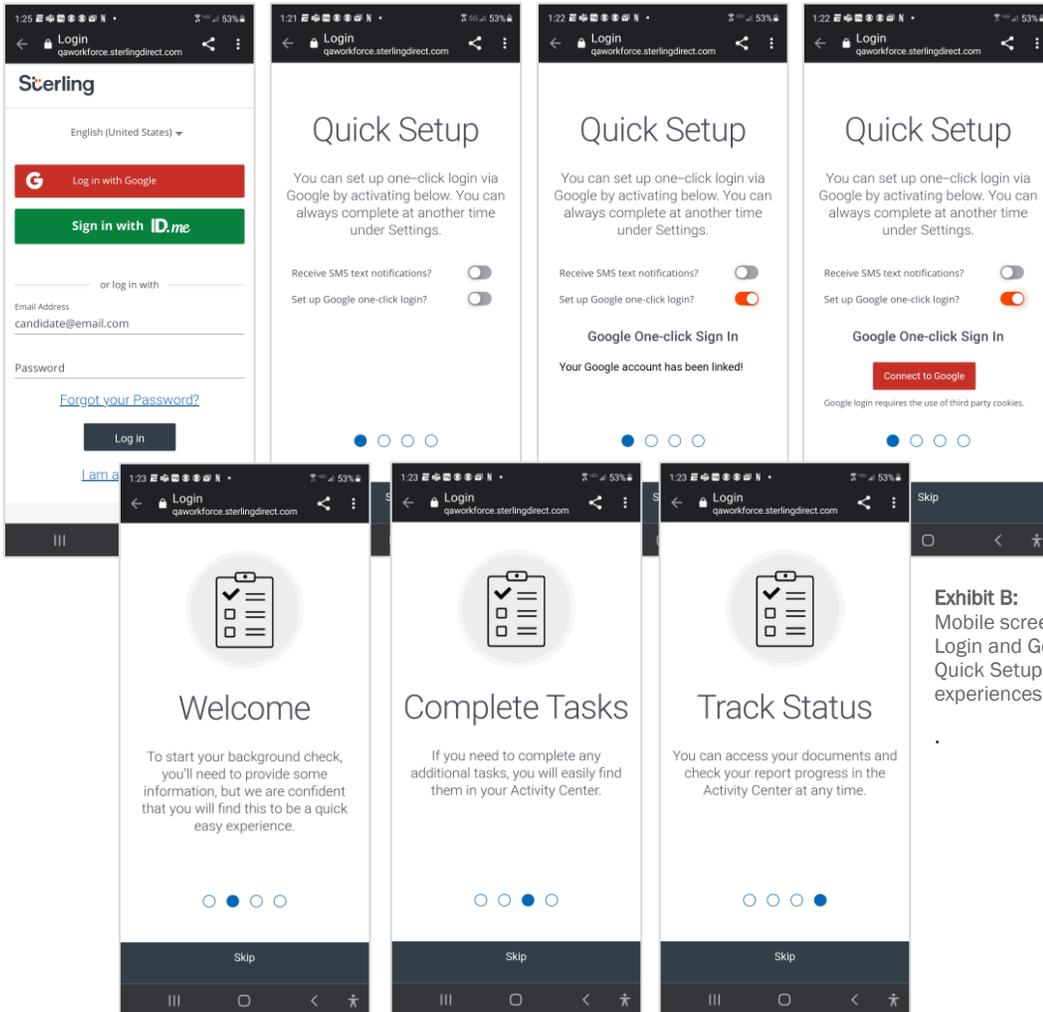
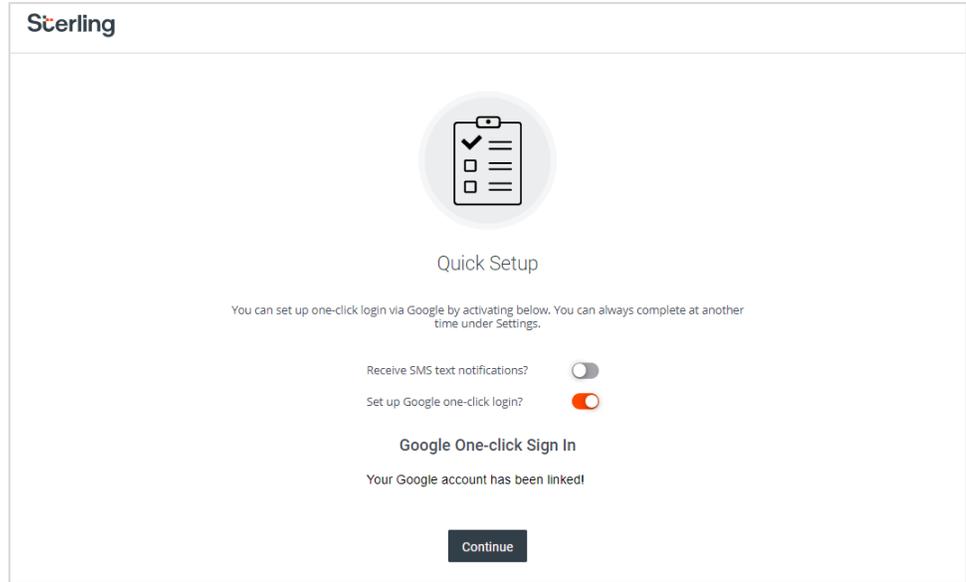


**PLEASE NOTE** If the candidate is already signed into Google, the sign in dialog will not pop up, but their Candidate Hub account will still be successfully linked.

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.



**Exhibit B:**  
Mobile screenshots of Login and Google Quick Setup experiences

## 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.

**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.

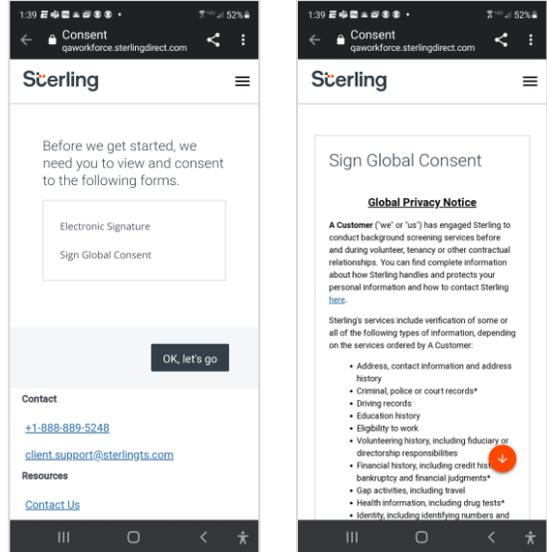


Exhibit C: Mobile screenshots of electronic signature and consent forms

## 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.

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

**Sterling**
candidate@email.com ▾

✓ My Information
Employment
Education
References >

Great! Now a little about your employment history. \* means required field

Help us retrieve details to save time and assure accuracy.

- Please provide the past 7 years of your employment history.
- Or, you can provide a combination of up to 21 current and past employers.
- You will be asked to explain any gaps in your employment history.
- If you don't meet these requirements, you can still complete this step by answering all of the questions and clicking the Next button.
- Provide the corporate Human Resources phone number of the company or email address

^ New Employment
✕

Country \*  
 United States ▾

Do not contact this employer

State \* ▾

Employment Type \* ▾

Start Date  
 Year \* ▾ Month \* ▾ Day \* ▾

End Date  
 Year \* ▾ Month \* ▾ Day \* ▾

Current

Human Resources Staff

Provide the corporate HR phone number

No additional employment to provide

+ Add Employment

Do you have contractor or temporary work experience?

Please provide the name of the placement agency. We will need this to verify your employment records.

Do you have fast food, chain restaurant or franchise entity experience?

Be sure to use the exact street address for the location you worked at.

**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.

**Sterling** candidate@email.com

My Information Employment **Education** References

**Education** \* means required field

Please provide a record of your education history starting with the highest level completed. Please provide your highest completed level of education history.

Institution Country \* United States State \*

Institution Type \* City/Town \*

Institution Name \*

Address

Zip Code \* Course Format

Degree Type \* Major/Field of Study

Did you graduate? \* Start Date Year \* Month \* Day \*

End Date Year \* Month \* Day \*

Did you have a different name while attending?  I had a different name while attending

Back Next

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.

**Sterling** candidate@email.com

References Credentials Self Disclosure **Documents**

Is there anything else you would like to provide?

We have made this section available to provide any additional documents. Nothing is required in the section so feel free to skip if you prefer. (Kindly upload the documents in JPEG, PNG, DOC, TXT, GIF, BMP or PDF format)

- In regards to your CCRC form, kindly reach out to Bgchecks@vmware.com to have the ID verification part completed.

Additional documents

Document Type Applicant Obtained Results

Drag here or click to browse for a file

Must be 5MB (per document) or less.

Back Next

## 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.

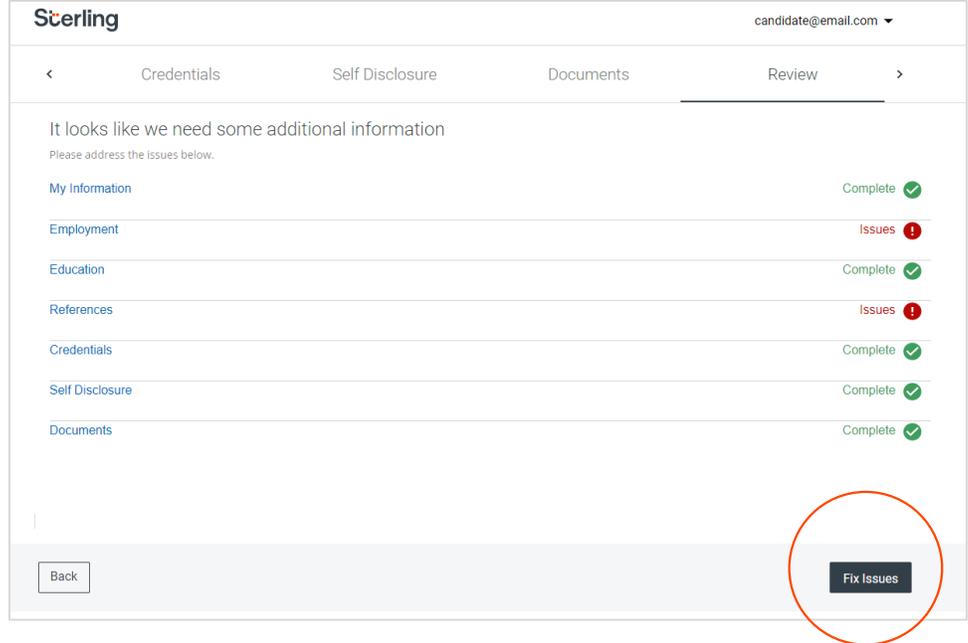
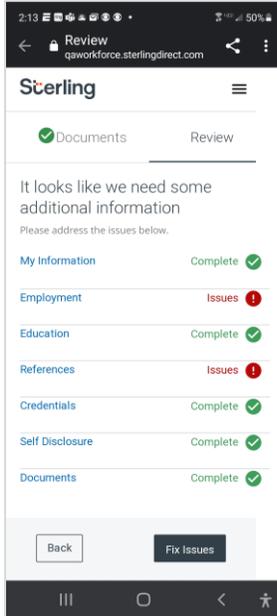


Exhibit D: Mobile & desktop screenshots of the Fix Issues prompt

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**.

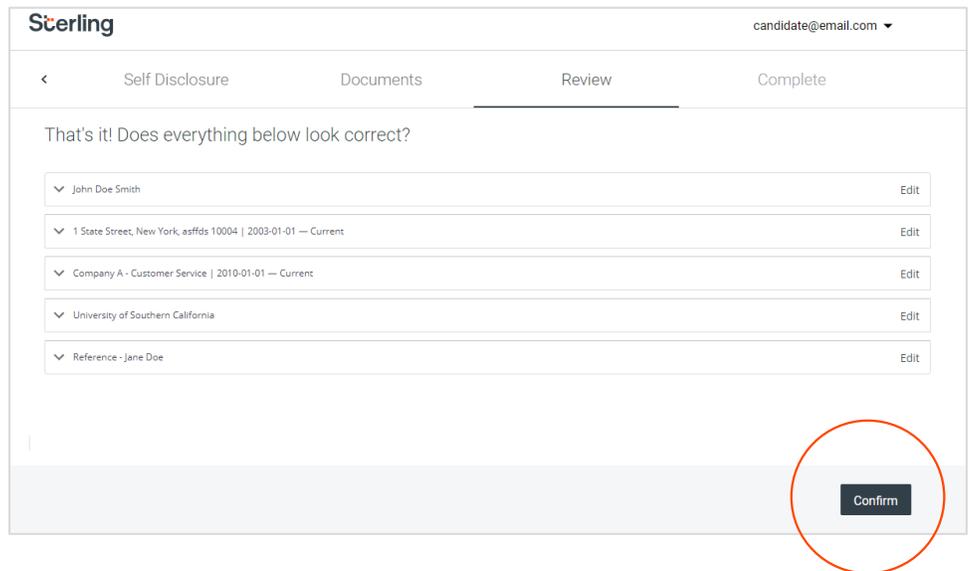
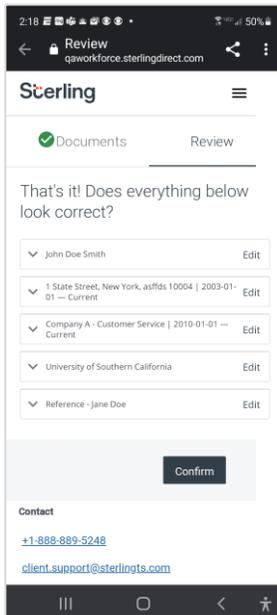


Exhibit E: Mobile & desktop screenshots of the Review tab, with an option to edit, if necessary

## 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.

**Sterling** candidate@email.com

< Self Disclosure Documents Review **Complete**

Don't miss updates. Sign up for SMS notifications! [Click Here](#)

Your information has been submitted.

**Thank you!**

Submitted On July 8, 2021

You may be contacted by a representative from Sterling to verify your information.

If you have any questions regarding your order, please contact [Customer Support](#).

**613 Notice:** This notice is to inform 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 888.889.5248.

[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.

The screenshot shows the Sterling Candidate Hub Activity Center interface. At the top left is the Sterling logo, and at the top right is the user email 'candidate@email.com' with a dropdown arrow. The main content is organized into three sections: 'Tasks', 'Reports', and 'Documents'.  
1. **Tasks**: A single task card for 'A Customer Screening' with the status 'Form Completed 7/8/2021' and a 'View' button.  
2. **Reports**: A single report card for 'A Customer Screening' with the status 'Report Pending'.  
3. **Documents**: Two document cards. The first is 'Workflow - 7/8/2021' with a 'View Document' link. The second is 'Consent.pdf' with a 'View Document' link.  
A note at the bottom of the Tasks section states: 'Note: Items older than 13 months are not available. If you need assistance or have any questions, please contact Customer Support.'