Departmental Responsibility: Office of Human Resources
Topic: Background Checks
Procedure: Background Checks
Effective: 11/11/2013

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This document sets forth the procedure for conducting background checks for Clemson University through the approved vendor.

**Procedure**

1. The hiring department requests the background check by filling out the Background Check Request Form and sending to the divisional HR Manager.
2. The divisional HR Manager will initiate the background check within one business day of receipt from the hiring department by completing the request through the electronic background check system, Truescreen. Within Truescreen, go to "myRapid Requests". Once the request has been submitted, a notification via email from the HR Manager who initiated the background check should be sent to the candidate. This will inform the candidate that they will receive a link from Truescreen to complete their background check. For additional information, see Candidate Email Notification.
   I. In the instance where a candidate does not have an email address, the divisional HR Manager must reach out to the candidate to obtain the necessary confidential information. For additional information, see Truescreen Directions for Submitting Requests.
3. Once the background check is complete, the divisional HR Manager who initiated the request will receive an email notifying them that results are available for review. For additional information, see specific training documents on "How to Interpret Results." The Office of Human Resources will review all background check results and determine if the candidate can be offered employment. At that time it will be determined if the category can move to a "Pass" status, specifically for those that have received a "Review" status. Under no circumstances should the HR Manager or the hiring manager contact the candidate to discuss results. The Office of Human Resources and Truescreen will handle all correspondence with the candidate.
4. If a background check has received an initial fail once reviewed by the Office of Human Resources, Truescreen will communicate with the candidate regarding information obtained during the background check by initiating the pre-adverse process.
   I. At this time the candidate should be notified they did not meet Clemson University's minimum standards according to our background check policy. Further information regarding specific

details about the results included in the candidate's background check will be sent to them from Truescreen as a part of the pre-adverse process with instructions on how to contest the results.

    II.    The candidate will then have five days to contest and/or provide additional information regarding the information on their background check.  If no information is received or it is deemed after the candidate contests that the information on the background check is true and accurate the candidate will receive the final adverse letter.

    III.    If the candidate contests and/or provides additional information to negate the information on their background check, Truescreen will update the results accordingly.  The Office of Human Resources will review to determine if the candidate may now be offered employment.

5. Once the background check has received a "Pass" status the divisional HR Manager must communicate with the hiring department to determine a start date.

6. The HR Manager may now enter the candidate in CUBS by following directions outlined in the [End User Documentation](#).  No entry should be made in CUBS until the background check has received the "Pass" status and the approved Hire Form or Hiring Phase II transaction have been received from Classification and Compensation.