

Truescreen Directions for Submitting “myRapid Requests” and “myRequests”

myRapid Requests- Candidate fills out all required information necessary to complete the background check.

This will be the preferred method of initiating a background check.

myRapid Requests:

Once signed in (<https://www.mytruescreen.com/signin/signin>) to Truescreen’s website, click on the “myReports

+”  tab. Then navigate to “myRapid Requests” at the bottom of the page:



Complete the request based on the information received on the Background Check Request Form. Report level must be selected and Billing Code must be completed. Once all other required fields are completed as indicated by red asterisk, click the submit button at the bottom of the screen. This will initiate the email link being sent to the candidate.

Billing Code should be listed in this order: Account: 7040 (always this account for background checks), Fund: XX, Department: XXXX, Program: XXX, Class: XXX, Project: XXXXXXX. Example: 7040-10-5555-123-123-1234567

Once the background has been initiated, the HR Manager should send the email below to the candidate:

Congratulations,

You have been selected as a final candidate for the **POSITION NAME HERE** with the **Dept.** reporting to **SUPERVISOR NAME**. The next step in the hiring process that you will need to complete is the background check.

You will receive an email to this email address from Truescreen to initiate the background check. Please be sure to check any spam or junk folders for the link if you do not see it in your inbox. You will have two business days to visit this link and complete the background check information to still be considered for this position. If you have any questions or have technical difficulties with the link that was sent, please contact Truescreen’s help desk at 800-803-9042.

myRequests- HR contact will complete required background information on candidate's behalf in the instance where the candidate does not have an email.

myRequests:

Once signed in (<https://www.mytruescreen.com/signin/signin>) to Truescreen's website, click on the "myReports +"
"myReports +" tab. Then navigate to "myRequests" at the bottom of the page.



Select the report level and billing code based on the information received on the Background Check Request Form. Then click "Next" to navigate to the "General" section.



Complete the required information as noted by the red asterisk. If the candidate has been known by other names, i.e., maiden name, add those by selecting "here" under the AKAs section. You may also validate the SSN by selecting "here" under SSN Validator. Click the "Next" button to proceed to the "Address" section.

myRequests Wizard

Primary Subject Information

Enter information about the primary subject.

Applicant Type: Individual

First: Andrea *

Middle:

Last: Tiger *

Suffix:

Country: United States *

SSN/ID: 999-99-9999 *

Date of Birth: 05/06/1985 *

[mm/dd/yyyy]

*required information

AKAs
Click here to add an AKA.

SSN Validator
Click here to validate the Social Security Number.
Issued Where:
Issued When:

CLOSE ← BACK NEXT →

Complete the required information as noted by the red asterisk. Click the “here” button to add any additional addresses. If a candidate has lived at the current address for less than one year, obtain additional addresses. Click the “Next” button to proceed to the “Summary” section.

myRequests Wizard - Windows Internet Explorer

https://www.mytruescreen.com/portals/requests.jsp

mytruescreen

myRequests Wizard

General
Subject
Address
Summary

Primary Address Information

Enter the subject's primary address.

Address 1: 123 Clemson Blvd. *

Address 2:

City: Clemson *

State: South Carolina *

Zip Code: 29631 *

Country: United States *

*required information

Addresses
Click here to add an additional address.

Zip Code Verifier
Click here to verify the subject's zip code.
Cities:
State:
County:

CLOSE ← BACK NEXT →

If the candidate needs an MVR, select the "MVR" section on the left hand side of the page to complete the required information.

https://www.mytruescreen.com/portals/requests.jsp?viewID=requests&beanID=59

mytruescreen

myReport Requester

Summary

- General
- Subject
- Address
- AKAs
- Other Addresses
- MVR

+ Add a Note

Summary

PRINT

SUBMIT

CANCEL

HELP ?

Documents

Requester Details

Client: Clemson University
Level Requested: Employee + MVR (FTE)
Billing Code : XX-XXX-XXXX-XXXX-XXX-XXXXXXXX
Date Requested: 08/11/2013
Due Date: 08/15/2013

Subject Information

Individual: Andrea Tiger
SSN/ID#: 999-99-9999
Issuing Country: United States
DOB: 05/06/1985

Address: 123 Clemson Blvd.
Clemson, SC 29631
United States

Note

https://www.mytruescreen.com/portals/

Once the required information has been entered, click the "Finish" button.

mytruescreen

myReport Requester

Summary

- General
- Subject
- Address
- AKAs
- Other Addresses
- MVR

+ Add a Note

MVR

No Driver License Number Provided By Subject

SUBMIT

CANCEL

HELP ?

Documents

Note: To ensure the most accurate and timely MVR search, please make sure the name entered in the Subject section matches the name as it appears on the driver's license.

State: South Carolina

SC License Number: 12345678910 *

License Format(s): 11 numbers [12345678901]
7 numbers [1234567]
9 numbers [123456789]

*required information

SAVE CLEAR FINISH

State	License Number	Modify
-------	----------------	--------

All required information is completed and the background check is ready to submit. Click on the "Submit" button on the right hand side of the screen. You will be asked to "Submit" once more on the next screen.

Summary

- General
- Subject
- Address
- AKAs
- Other Addresses
- MVR
- [+ Add a Note](#)

Summary

[PRINT](#)

[SUBMIT](#)

[CANCEL](#)

[HELP ?](#)

[Documents](#)

Requester Details

Client: Clemson University
Level Requested: Employee + MVR (FTE)
Billing Code : XX-XXX-XXXX-XXXX-XXX-XXXXXXXX
Date Requested: 08/11/2013
Due Date: 08/15/2013

Subject Information

Individual: Andrea Tiger
SSN/ID#: 999-99-9999
Issuing Country: United States
DOB: 05/06/1985

Address: 123 Clemson Blvd.
Clemson, SC 29631
United States

Note