

Beyond - Reviewing Background Check Statuses

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Background Checks & Beyond

Beyond now allows you to request different background check packages for employees directly from the employee record. We've partnered with some of the top background check providers to make it easier for your recruiters to request and complete background checks on employees without ever having to leave Beyond.

Jeremy Berry (4295098151) - Visi x +

beyond-staging.ontempworks.com/employee/4295098151

Search Anything...

ACTIVITY PANEL EMPLOYEE Jeremy Berry

Jeremy Berry (4295098151)
SSN: 436-42-4632 · Eagan, MN 55121

VISIFILE DETAILS DOCUMENTS MESSAGES ASSIGNMENTS STORY REFERENCES PAY SETUP MORE

Snapshot

Id	4295098151	Hire Status	Eligible for Hire >
Job Title	--		

Contact Information

- jeremy@xip.xom
Email
- (235) 262-4829
Phone

Messages

MARCH 2020

Buzz Offered · Mar 4th, 4:00 PM · Amelia Stout
The employee Berry, Jeremy has been offered a Job - Drivers for OrderId: 4295036295

Resume

No resume to view

Note

This article covers:


- [Using the Background Check Search](#)
- [Reviewing an Employee's Background Check Status](#)
- [Using the Background Check Insight Widget](#)

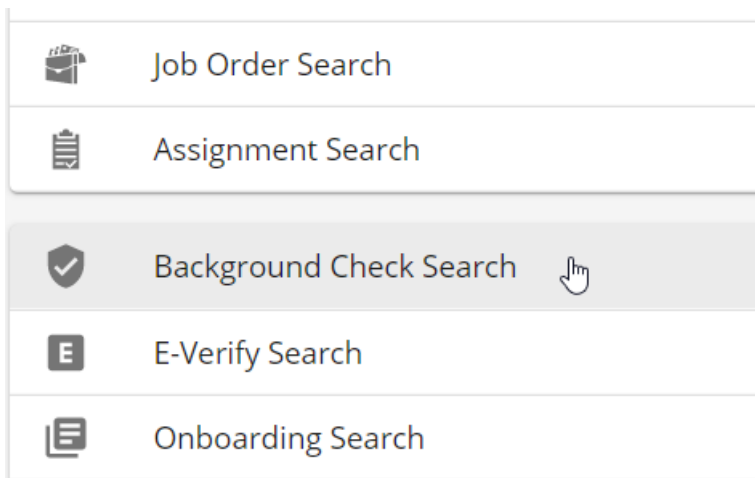
Note In order to see background check statuses, you will need to have the "Can Read Background Checks" security group permission. Permissions are typically granted by your Administrator. Check out [Beyond - Background Check Providers and Setup](#) for more information.

Using the Background Check Search

Beyond has a universal background check search so you can review your background check requests all in one place.

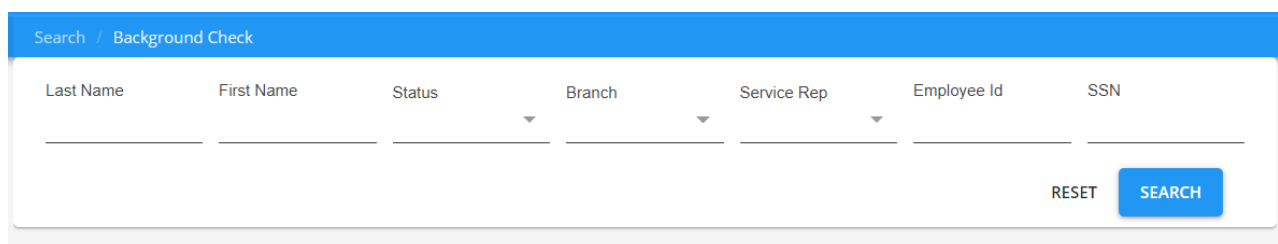
To Find the Background Check Search:

1. Navigate to the  Menu
2. Select Search
3. Select Background Check Search



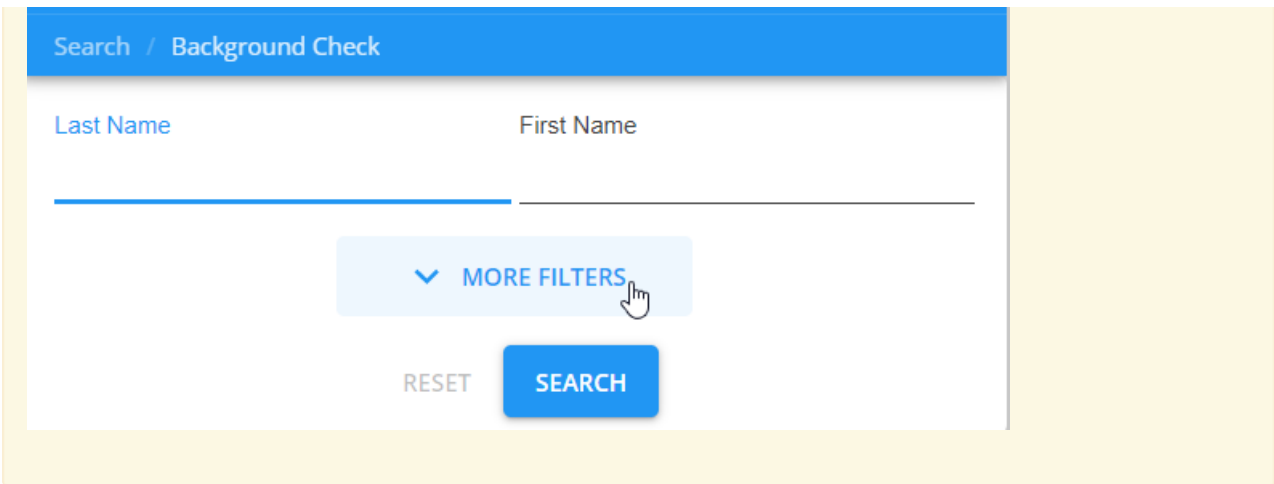
Search Options:

You will see a few different search filter options located at the top of the search to help you narrow down your results.



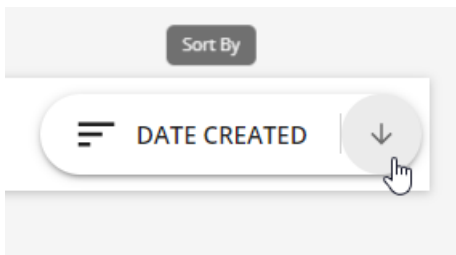
A screenshot of a search filter interface. At the top, there is a blue header with the text 'Search / Background Check'. Below the header, there are seven filter options: 'Last Name', 'First Name', 'Status', 'Branch', 'Service Rep', 'Employee Id', and 'SSN'. Each filter has a horizontal line below it for input. The 'Status', 'Branch', and 'Service Rep' filters have a small downward arrow icon. At the bottom right of the filter area, there are two buttons: 'RESET' and 'SEARCH'.

Note If you are on a phone or small tablet, you may need to tap on the "More Filter" option to see all the filters available.



- **Last & First Name:** Employee's first or last name
- **Status:** Current status of the background check (Status options are described below)
- **Branch:** Which branch this background check and employee are associated with
- **Service Rep:** Who on your team initiated the background check request
- **Employee Id:** Employee's Aldent or ID number
- **SSN:** Employee's full SSN

There is also a sort by option on the right that will allow you to sort your results by different criteria:



Background Check Search Results

Each Background check request will display in the results with a lot of helpful information.

On the Left:

- Background Check Package Name
- Employee Name, ID, and SSN
- Service Rep who requested the background check
- Date requested

✓	Employee Screening Package Background Check Package Robin, Christopher Employee Id: 4295097670 SSN: 121-44-5132	Current Status In Progress 🕒 VIEW RESULTS
	Service Rep & Date Requested Submitted by Amelia Stout on 4/24/2020	Provider Information PeopleG2 Status: Pending Score: -- VIEW DETAILS

On the Right:

- Current Status: Status of background check (see below for breakdown of statuses)
- Action link: either shows, view results, view error, or complete second step depending on status
- Provider status: Background check provider's status
- Score: Optional field used by providers
- View Details: opens additional details for background check

Employee Screening Package

Robin, Christopher Employee Id: 4295097670 SSN: 121-44-5132

Submitted by **Amelia Stout** on 4/24/2020

In Progress

[VIEW RESULTS](#)

PeopleG2 Status: Pending

Score: --




[VIEW DETAILS](#)

PeopleG2 Id	10809	Date Created	4/24/2020
Active	Yes	Last Updated	4/24/2020, 12:43 pm
Assigned	Yes	Completed	No
Branch	High Tech NW	Score	--
Reviewed By	--	Requires Additional Information	--
Results	View Results		

Background Check Statuses

While each provider may have their own naming conventions and status options, the main background check status shows the general path any background check will go through in Beyond.

Status	Meaning
Queued	When you press submit on a background check request, Beyond will gather all the necessary information and send it to the provider. "Queued" means that it is in process of sending all the information to the provider.
In Progress	Once a background check request has been delivered to the provider, it will be set to "In Progress" letting you know that the provider is working on the request.
Requires Review COMPLETE SECOND STEP	Some background checks may require additional actions. If your request is set to Requires Review, click the "Complete Second Step" action link to be taken to the provider where you can complete any necessary additional steps.
	This status is used to say that something went wrong with you request. Click the "View Error" action link to see more details. There are various reasons why a request can not be

Status	Meaning
<p>Unable to Process </p> <p>VIEW ERROR</p>	<p>It may be that the request could not be sent successfully to the provider or the provider is missing key information.</p> <p>You may need to make sure the provider is up and running or make changes on the employee's record before trying the request again.</p>
<p>Complete </p> <p>VIEW RESULTS </p>	<p>This status means that the background check request has been completed successfully! Click the "View Results" action link to be brought to the provider's site to view the full results.</p>

Creating a Review Process

Depending on your background check process, you may want to ensure each background check request that is completed is thoroughly reviewed. To make it easier to identify which background checks have or have not been reviewed by your service reps, your team will be able to mark the background checks as reviewed by selecting the check mark next to the background check.

Mark as Reviewed



Employee Screening Package

Robin, Christopher Employee Id: 4295097670 SSN: 121-44-5132

Submitted by **Amelia Stout** on 4/24/2020

Complete 

[VIEW RESULTS](#) 

PeopleG2 Status: **Complete**

Score: NA

[VIEW DETAILS](#) 

Use the toggle in the upper left to switch to seeing all reviewed background checks:

Show Reviewed

BRANCH 


4 background checks were found



Employee Screening Package

Robin, Christopher Employee Id: 4295097670 SSN: 121-44-5132

Submitted by **Amelia Stout** on 4/24/2020

Complete 

[VIEW RESULTS](#) 

PeopleG2 Status: **Complete**

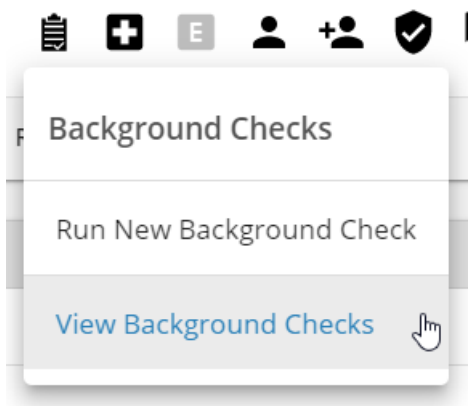
Score: NA

[VIEW DETAILS](#) 

Reviewing an Employee's Background Check Status

In addition to the background check search, you can also see background check request statuses on the employee's record.

1. Navigate to the employee's record that you want to review a background check status for
2. Select the background check charm in the upper right
3. Choose "View Background Checks"



4. Background check packages and statuses will be listed

A screenshot of a web application interface. At the top, a blue header bar contains the text 'EMPLOYEE Christopher Robin (4295097670) / Background Check'. Below this is a profile card for Christopher Robin (4295097670) with SSN: 121-44-5132 and location: Eagan, MN 55121. A navigation bar includes tabs for VISIFILE, DETAILS, DOCUMENTS, MESSAGES, ASSIGNMENTS, STORY, REFERENCES, PAY SETUP, and MORE. Below the navigation bar, there is a toggle for 'Show Reviewed' (currently turned on) and a dropdown for 'DATE CREATED'. The main content area shows '1 background checks were found'. A single card is displayed for an 'Employee Screening Package' with a status of 'Complete' and a 'VIEW RESULTS' link. The card also shows 'Submitted by Amelia Stout on 4/24/2020' and 'PeopleG2 Status: Complete' with a 'Score: NA' and a 'VIEW DETAILS' link.

Note Remember that if you are using the review option you may need to toggle the show reviewed option to see different background check requests and their current status.

Background Check Insight Widget

In addition to the background check search, you will also have the option of adding the background check insight widget to your dashboard. This will display the number of background checks and their status based on your current hierarchy level.

Employees - Background Checks

In Progress	7	Queued	6
Requires Additional Action	3	Unable to Process	9

BACKGROUND CHECKS

Note In order to add the background check widget, you will need to have at least one background check provider enabled in your system and have the insight widget security group permission:

Insight Widgets Security Group

Name
High Tech NE Branch

Description
High Tech NE Branch

Properties (1 Visible, 23 Not Visible) 2 Selected

background

Employees - Background Checks
Multi Value

To learn more about insight widget security, check out [Beyond - Insight Widget Access](#).

The background checks button at the bottom of the widget will also bring you to the background check search.

Employees - Background Checks

In Progress	7	Queued	6
Requires Additional Action	3	Unable to Process	9

BACKGROUND CHECKS

To learn more, check out:

- [Beyond - Dashboard](#)
- [Beyond - Default Insight Widgets](#)

Related Articles