The ESS Internet Report Access System (IRAS) is designed to let you access, check the status of, and manage your employment background reports over the Internet.

The ESS Internet Report Access System gives you instant access to your reports, past histories, invoices, and the IRAS also allows communication between you and the ESS Processor working on your background checks.

This system was designed for ease of use while providing you the maximum information possible.

ESS will continue to develop this program based on client comments and suggestions. Please feel free to give us your feedback.

If you ever have a question or problem with the system, please feel free to contact us at 1-800-473-7778 or by e-mail at ess@employscreen.com.
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Login Screen

When accessing the Internet Report Access System, the first screen is the Login Screen. At this screen, you will enter your assigned Login Name and Password. Your Login Name will consist of your requested User Name followed by the @ then an abbreviation for Your Company Name and then Your Account Number (example JoeM@Trial02345). Your User Name and Password are case sensitive, therefore it is important that they be entered completely and correctly or you will not be allowed access to the system. After entering your Login Name and Password, press the Login button.

Main Screen

The Main Screen lists special announcements or other information about the Internet Report Access System. Please make sure to review this screen as there may be information concerning program updates or upgrades, down time, system problems, or legal information.

Add the Date Last Updated on it, links to the manual and also essclientservices to open in this screen

Important: When you first login, make sure your name is displayed above the message box and your company’s name is displayed below it. If they are not correctly listed, call the ESS IRAS Administrator immediately at 1-800-473-7778.

Once you have looked to see if there is any new information on the information screen, you may choose from the menu items on the left of the screen.
Employment Reports

The selection options in this section are designed to help you easily find specific reports on your applicants using a variety of selection criteria. Clicking on the drop down arrow, you will see a listing of options for this section. Selecting Applicant, Social Security Number, or Order Number will open an additional drop down list displaying reports listed by your selection. Selecting a report from the list, the report information will be displayed on the screen.

The Details for Applicant screen displays the Applicant Name, Social Security Number, Order Date, and Elapsed Time line. The Elapsed Time is a running clock that starts when your order is placed in our system. This Time lets you know when your report was received by ESS, and since the average turnaround time for a report is 2 to 3 days, the elapsed time can help you determine when your report should be completed.

Clicking on the + symbol, displays an additional line of detail showing the Order ID Number, the Requester, and the current Report Status. In addition, you will have the options to View the report, View Details about the report, Cancel the Order, or send a Question or Comment to the Report Processor who is responsible for this report.
For information on Viewing, Printing and Saving the report, please go to the Viewing, Printing and Saving Reports and Invoices section of this manual.

Selecting the Date Range option displays two date boxes. You may enter the date in the MM/DD/YYYY format, or click on the calendar icon to select the date from the calendar. After entering a date in the From and To boxes, click on the Go button to display a listing of all reports (that have not been archived) ordered in the Date Range selected. Click on the + symbol to display the details on that applicant.

Selecting the Order Status or Requestor options displays a list of reports (that have not been archived) meeting the criteria you have selected.
Selecting the View Details option displays a list of each individual component ordered on your applicant. Clicking on the + symbol displays more information about that component: the Report Status, Date Completed, and the Turn-Around Time. Click on the red X at the top right corner of the screen to close this window.

If all components of your report have been completed, you will have an option to Archive Report. This should be done when you have made your hiring decision and you will no longer need to view the report information. This information will be available in the Archived Reports section for 90 days. After 90 days, you can always order a copy of the report from ESS by sending an e-mail to our office.

For more information on Archiving Reports both individually and in bulk, see the Archiving Reports section of this manual.

**Canceling A Report**

If your report has any component pending, you will have an option on the screen to Cancel the report. If needed, click on the Cancel Order option. When the Cancellation screen appears, enter your comments and let us know if you would like us to send you the report with the information that we are not able to cancel.

Please keep in mind you are responsible for any report components for which we have incurred a cost to that point. We will do our best to cancel everything possible to keep your costs to a minimum.

When you have completed the Comments section, click on the Submit Cancellation Request button and your request will be sent to Employment Screening Services. A message will appear stating the report has been canceled. Close this window by clicking on the red X at the top corner of the screen.
Sending Questions To The Processor

If you have questions or comments regarding this report, click on the Questions? Option. A dialog screen will display the general report information and a Comments box. Enter your Comments and/or Questions and press the Submit Request button. An e-mail will be sent directly to the Report Processor responsible for this report. As soon as possible, the Processor will address your e-mail and take the appropriate actions.

Archiving Reports

It is important to Archive your reports on a regular basis. This will help keep your screens from appearing cluttered as well as make your report listings display faster.

By selecting Report Archives and then the Archive Reports options, your screen will display a listing of all completed reports for your account number. These reports will be listed with the most recent report first. From this screen, you can click into the box next to each report you wish to Archive, then click on the disk icon next to Archive Selected Reports. You can also click on the disk icon next to Select All if you wish to Archive all reports listed. By doing this, all selected reports will move from the Active Reports section to the Archived Reports section. You may also Archive individual reports at the time you are viewing them in the Reports section.

It is important to note that all Archived reports more than 90 days old will be automatically deleted from the system. If you will need access to these reports in the future, be sure to save them to your hard drive. If, for any reason, you have not saved a report and in the future you need another copy, please e-mail your Employment Screening Services Representative and one can be e-mailed to you.
View Archived Reports

Selecting the Archived Report option will display a pull down box allowing you to select View Archives. This screen displays a listing of all reports which have been Archived on the Internet Report Access System. The reports are listed with the most recent report first. To view the details of this report, click on the + symbol. You will then have the option to View the Report, View the Details, Re-Open the report or send an Email Question to the Report Processor who worked on the report.

For more detailed information on Viewing, Printing and Saving Reports and Invoices section, please see the Viewing and Printing Reports section of this manual.

By selecting the View Details option, a screen will display showing a listing of all components in this report. By clicking on the + symbol, you will be able to view the report components including the Status, Completion Date, and Turn-Around Time. Click on the red X on the top of the screen to close this window.

Re-Opening Archived Reports

While viewing reports in the Archived Reports screen, you are given an option to Re-Open the report. By selecting this option, the Re-Open Report screen will be displayed. Enter the instructions as to what you would like Employment Screening Services to do with the report. Click on the Submit Request button. Employment Screening Services will take appropriate action and the report will be moved back to Active status.
Order Statistics

The Order Statistics screen displays a listing of the number of reports you have in the Internet Report Access System by Archived Reports, Completed Reports and Pending Reports.

Recently Completed

The Recently Completed option displays a drop down box with options for 1, 2, 7, 14, and 30 Days. By selecting the option of your choice, a listing of all reports Completed during that timeframe will be displayed giving you all the typical options available for your report.
Components

Selecting the Components option displays a listing of all available Report Components. By selecting a component, a listing of all reports which had that component type completed in the Past Week will be displayed.

Adverse Action

The Adverse Action Screen clearly describes the employer’s Adverse Action obligations under the Fair Credit Reporting Act. It is important to understand and follow these regulations carefully. There are links to view additional forms such as the Summary of Consumer Rights and Sample Adverse Action letters. If you have any questions regarding this process, there are more details on our Client Services website at www.essclientservices.com
Email Log

The Email Log screen will show you a listing of e-mails you have sent from your account to Employment Screening Services. Clicking on the + symbol displays the details of the e-mail. This detail will show Who sent the e-mail, the Date and Time, Order Number, Who the email was sent to, and the Text of the message sent.

Select Delete Email from the drop down box to display a listing of your e-mails. To Delete All E-mail listed, click on Select All.

To Delete Individual E-Mail, click in the box next to any e-mail you wish to delete then click on the X next to Delete Selected Emails.

Important: Once an E-mail has been deleted, there is no way to retrieve it.
**Invoices**

The Invoice screen is only viewable by Administrator and Accounting Security Levels. The Invoices link will not be available for any other Security Level.

Selecting the drop down arrow will display options for sorting the invoices in the Internet Report Access System since the account was activated. Click on your preference and the invoices will list in the next drop down box sorted by your choice of Invoice Number, Invoice Date, Paid Invoices, or Open Invoices.

By selecting a particular invoice, a screen will display showing the details of the invoice. This information includes the Invoice Number, Invoice Date, Invoice Amount, Invoice Status and an option to View the Invoice.

For detailed information on Viewing and Printing from the Internet Report Access System, please go to the Viewing, Printing and Saving Reports and Invoices section.
Administration Screen

The Administration screen is only accessible by the Administrator and Human Resources Security Levels. If you do not have an Administrator or Human Resources Security Level, this option will not be available.

If your company has multiple account numbers and you have an Administrator or Human Resource Security Level, you will be able to click on the Select an Account drop down box to access all account numbers for your company. All report information is separated by account number. You can switch between account numbers at any screen by selecting this drop down box.

Click on the drop down arrow to display a listing of options available in the Administration section. These options offer a variety of ways to View, Edit, or Create User Accounts.

By making your selection, an additional list of options will display, narrowing your search listing.

Selecting User Name displays a list of Users for your account by Name.

Selecting Security Level displays a list of Security Levels.

Select the Name or Security Level you would like to view and a screen will display the User Name, Login, Password, E-mail Address, Security Level, User Type, and Active Status.
Selecting Active or Inactive displays a list of all Users who fit the selected category. To change any information, highlight the information to be changed and type the updated information.

You can also change the Security Level, User Type, and Active Status from this screen. Be sure you have read and understand the differences between the various Security Levels in the Security Level section before you change any User to another Level.

Clicking on Change instantly updates the Internet Report Access System. Click on Delete to delete the record.

Creating A New User

Selecting the Create New option, will display a screen to enter the necessary information for a New User. Enter the requested information in each field. When you enter the Login Name, enter only the name requested, the extension will be added automatically.
Security Levels

Setting the proper Security Level is an important part of the set-up process for each user of the Internet Report Access System. Consider all duties of each User as you set his/her Security Level. Please read the following section carefully and choose the Security Level which most closely matches the permissions you wish to give a New User. Employment Screening Services cannot be responsible for information viewed by Users who have been given an improper Security Level. If you do not completely understand the abilities of a Security Level, do not assign that level to any User until you have talked with the ESS Internet Report Access System Administrator.

The following is a listing of the major features assigned to each Security Level.

**The Administrator Level:**

Each company must choose an Account Administrator who will manage the company Internet Report Access System account. The Administrator should be someone the company will hold responsible for setting up additional users of the account as well as for making sure all users are disabled when they no are longer working in a position that would require access to this system. Employment Screening Services cannot be responsible for Users who may access the company Internet Report Access System Account when they should have been changed to the Inactive status or deleted.

The Administrator of the account can only be set-up by your ESS Internet Report Access System Representative. Prior to this, ESS must receive the Internet Report Access System Administrative Agreement. This agreement can be found on the Employment Screening Services Client Services website at www.essclientservices.com.

**The Administrator Level Can:**

- View all reports for all company accounts
- View all invoices for all company accounts
- Create and/or Edit the settings of new or existing users (they cannot modify the security levels of Accounting or Requestor Levels, nor can they change anyone's Client ID, but they can change User Name, Password, E-mail Address, Security Level, User Type and Active Status)
- View all emails in the email log for all company account numbers and Users
- Administrators will receive a monthly email listing of all Active Users for their account

**The Human Resources Level:**

The Human Resources accounts can only be set-up by your ESS Internet Report Access System Representative. Prior to this, ESS must receive the Internet Report Access System Administrative Agreement. This agreement can be found on the Employment Screening Services Client Services website at www.essclientservices.com.

**The Human Resources Level Can:**

- View all reports for all company accounts
- View all emails sent to ESS

**The Human Resources Level Cannot:**

- View invoices
- Add or Edit User accounts
The Requestor Level:
The Requestor Level is for HR personnel who should only view reports they have ordered.

The Requestor Level Can:
- View only the reports they have requested
- View e-mails they have sent to ESS

The Requestor Level Cannot:
- View invoices
- Add and/or Edit user accounts.
- View Reports others have ordered

The Accounting Level:
The Accounting Level is designed for those who have a need to view invoices for approvals and Accounts Payables departments.

The Accounting Level Can:
- View all invoices for their company accounts
- View e-mail they have sent to ESS

The Accounting Level Cannot:
- View any screening reports
- View, Add, or Edit User accounts

The User Type is a designation used for our internal verifications. Please choose the User Type which matches to the Security Level chosen.

Settings

The Settings screen displays your User Name, E-mail Address and Password. If you wish to change any of this information, highlight that information and enter the new information. After making your change, press the Submit button and our database will be updated. The changes will not take effect until the next time you logon.

Please be sure you retain your User Name and Password in a safe place in case you forget this information.
Contact Screen

The Contact screen allows you to send an e-mail directly to one of the Employment Screening Services departments. Click on the drop down box to display a list of the departments available, type your message and press the Send button. Please list your e-mail address and/or phone number as well as the best time and method to reach to you. Your message will be e-mailed to the ESS Representative responsible for that department. A message will display at the bottom of the screen confirming that your message has been sent successfully.

An Employment Screening Services Representative will address your question or comment and respond accordingly.

Client Services Website

Clicking on this link will open an additional browser window on your screen and open the Employment Screening Services Client Services website. This site contains valuable information keeping you apprised of new laws, current turn-around times, additional fees listing, forms, and many other features. You should check this site periodically to see what’s new.

Log Off

When you have completed all tasks on the Internet Report Access System, it is important that you log off to close your Internet Session. After clicking on Log Off, you will see the acknowledgement screen. Click on the red X in the upper right corner of the screen to close the window and return to your Windows desktop.
Viewing, Printing and Saving Reports and Invoices

When selecting View a Report or Invoice from the Internet Report Access System, a screen giving you the option to Open, Save, Cancel or get More Information will display.

If you wish to View and/or Print a Report or Invoice, click on the Open button. The report or invoice will then display in the Microsoft Snapshot Viewer screen. You must have Snapshot Viewer installed on your computer. If you wish to Save the report to your hard drive, click on Save and you will be asked where you would like to save the file. Once saved, you can open this report at any time by double clicking on the report.

If you do not have Snapshot Viewer installed, you can download it from our Client Services website at www.essclientservices.com. If you do not remember the User Name and Password, send an e-mail to Passwords@essclientservices.com and you will instantly be e-mailed the information.

Once on the website, go to the Downloadable Forms and Files section, then to the bottom of the list. Choose the correct version of Snapshot Viewer for your operating system and download it to your desktop.

*If you are on a network, you must be logged onto your computer with Administrator Privileges in order to install this program.*

To install Snapshot Viewer to your computer, Double Click on the icon that you downloaded and the installation screen will open. Follow the instructions to install the program to your computer. This process should not take more than two minutes.

You should now be able to view reports or invoices. If you have any problems with this process, or if, after installing the Snapshot Viewer program you are not able to open your reports, contact our office and ask for the Internet Administrator.

Once you have the report open in Snapshot Viewer, you may print the report or invoice by clicking on the printer icon at the bottom left side of the Snapshot Viewer Screen.

After selecting View a Report, click on Save if you wish to save the Report or Invoice to your hard drive in the Snapshot Viewer format. Your system will ask you to choose a directory to save to. Once saved on your hard drive, if you wish to view the report, double click on the file and it will open in the Snapshot Viewer program as described above.

Monthly User Report

In order to insure you do not have people still Active on your account, the Internet Report Access System will, at the beginning of each month, send the Administrator of your account a Monthly User Report. This report will show all Users listed for your company by account number as well as their Active or Inactive Status and their Security Level. It is important that as the Administrator you make sure everyone listed has the proper Status and Security Level. Employment Screening Services can not be responsible for users on the system who have been set-up improperly or who are not marked as Inactive when they leave the company or are no longer in a position where they should have access to this information.