

## **Where can I obtain a copy of my invoice?**

Invoices are available on the IntelliCorp website under Your Account on the Toolbar. Select Manage Account > Invoice History.

## **Why are court fees listed separately on the invoice?**

Court fees are mandatory pass through fees that are assessed by the court directly. The fees, when applicable, vary by county and state.

## **Can I switch from Invoice billing to Credit Card or vice versa?**

Yes this option can be changed through the self service area, Your Account > Manage Account > Manage Payments.

## **Can we have our invoice e-mailed to more than one individual?**

Invoices are created within the first three business days of each month and emailed to clients' billing email address. (Invoices are not mailed.)

## **How will I be invoiced?**

Yes, a total of 3 billing email addresses can be set up on your IntelliCorp account. One email address is set at registration and two (2) additional email addresses can be sent to customerservice@intellincorp.net to be added to your account.

## **How can I obtain the detail for my invoice?**

Log into the website, go to Your Account > Manage Account > Invoice History. Click on View Detail.

## **How do I update my company's billing and contact information?**

For security reasons, please forward the change request on company letterhead via e-mail to [customerservice@intellicorp.net](mailto:customerservice@intellicorp.net). You can also update company information via the Live Help icon which ties directly to your account and is available between 8:00am and 6:00pm Eastern time.

## **What are your payment terms and my options to pay?**

Payments are Due Upon Receipt of invoices. Options for payment are monthly invoicing, pay by credit card upon receipt of invoice, or recurring monthly credit card payment.

## **How will I be notified if my payment is late?**

You will receive a Past Due Notice for open balances and credits on your account typically during the second week of each month. After 60 days past due, your account will automatically go into Restricted Status. You will be able to log in and review search results, but will be unable to perform new searches until your account is paid up-to-date. To have access restored, you can pay your invoice online with a credit card by going to Your Account > Pay Your Invoice or contact Client Services (888)946-8355 or (216)450-5300, or via E-Mail at [customerservice@intellicorp.net](mailto:customerservice@intellicorp.net).

## **How can I increase my credit limit?**

Contact Client Services to update this information. Client Services can be reached by phone at: (888)946-8355 or (216)450-5300 or via E-Mail at [customerservice@intellicorp.net](mailto:customerservice@intellicorp.net). There is also Instant Chat available by clicking on the Live Help icon. You can instantly chat with a Client Services agent. This feature is only available between 8:00am and 6:00pm Eastern time.

# Compliance

## What should I do if a candidate disputes a record?

The candidate should be instructed to contact IntelliCorp directly at (866)202-1436 to initiate a reinvestigation. This process requires identification of the applicant, a description of the dispute, and written authorization. In accordance with federal law, IntelliCorp has 30 days from the receipt of a properly completed Reinvestigation Form (or acceptable equivalent) to resolve the dispute. The candidate may request a copy of the resolution be sent to the employer requesting the background check.

## Do I need a signed release form for all searches?

As required by the federal FCRA, any organization requesting a background check on a consumer for any purpose outlined in the FCRA must obtain a signed release form from the applicant. Purposes covered by the FCRA, include, but are not limited to the following: Employment Screening; Volunteer Screening; Underwriting Insurance; and Tenant Screening. The disclosure must be a separate document from the application and maintained in a secure location for a minimum of five years. IntelliCorp may require a copy of this document at any time during this time period. Please refer to the Fair Credit Reporting Act to review guidelines regarding signed releases. Some products may require additional permissions, agreements or signed release waivers such as Credit Reports, Consent Based SSN, or Motor Vehicle Reports.

## What is FCRA?

The federal Fair Credit Reporting Act (FCRA) is considered a consumer protection law and is used as a legal guideline for the enforcement of accuracy, fairness, and privacy of consumer data, provided by any Consumer Reporting Agency (CRA) such as IntelliCorp Records, Inc. Additional Information can be found at [https://www.intellicorp.net/marketing/Resources\\_FCRA\\_Client.aspx](https://www.intellicorp.net/marketing/Resources_FCRA_Client.aspx)

## **Do you provide access to criminal records in Canada?**

Yes, we offer Canadian criminal records by Province or Nationwide. There are territorial differences in Canada which you may find when requesting a criminal search. Additionally, as part of our international products, we offer education and employment verifications from Canada. In general, these take longer for results to be transmitted back to you.

## **How can I tell the difference between a felony and a misdemeanor?**

Felonies and misdemeanors vary by state. The Offense Level field is typically located on the record. "M" represents "Misdemeanor" and "F" represents "Felony." Other common offense levels include "U" for "Unknown" if not provided by the source and "T" for "Traffic."

## **What is the difference between a felony and a misdemeanor?**

Each state has different laws that govern the charge level that is applied to a crime. However, in general, a felony is considered a more serious criminal offense than a misdemeanor.

## **How far back does a subject's address history report?**

The Social Security Number Verification product reports the applicant's name related to the provided SSN as reported by the Social Security Administration and the three credit bureaus. Address histories associated with the SSN are addresses an applicant has used since the subject began establishing credit. An applicant's address history is compiled from multiple sources and reports back as far as the applicant has established credit.

## **What is the difference between a civil and a criminal case?**

Civil law is the branch of law dealing with disputes between individuals and/or organizations in which compensation may be awarded. A criminal offense is a violation of the law that is punishable by a fine and/or a jail sentence.

## **What is the difference between a Federal Criminal Search and a Statewide Criminal Search?**

The Federal Criminal Search provides a detailed report on criminal cases prosecuted at the federal district court level. This search is name match only. Entering a middle initial is essential to processing this search correctly.

The Statewide Criminal Search provides online access to public criminal records from each state. Search results generally include felony, misdemeanor, and/or traffic-case information. Each state's case information will also vary upon years of coverage.

## **What is your coverage in the Criminal SuperSearch product?**

Refer to the Criminal SuperSearch product components by state document found on our home page at [www.intellicorp.net](http://www.intellicorp.net) > Screening Services > By Product > Criminal Records. This document is updated regularly.

# Getting Started Page 1

## Can I get training for your system?

Training is available for all new and existing clients. Contact our Training Department at (877)387-0124 or [training@intellicorp.net](mailto:training@intellicorp.net). Visit our Learning Center under the Help toolbar which provides self-paced training manuals and e-learning modules.

## Can I see a demo of your system?

Go to [www.intellicorp.net](http://www.intellicorp.net) and click on "Get Your Free Demo Now." A Sales Representative will contact you to walk you through a brief demonstration on how to perform background checks through IntelliCorp. You can also contact our Sales Department at (800)539-3717 Monday through Friday, 8:00am to 6:00pm Eastern time.

## How do I change my password?

Log into the website and select "Your Account" on the Toolbar. Under "Your Profile," click "Change Your Password." Your new password must contain at least six characters and contain at least one number and one upper-case letter.

## How do I register online with IntelliCorp?

Go to [www.intellicorp.net](http://www.intellicorp.net). Locate and select the "Register Now" button below the login section. Enter the required information via the step by step instructions. For any questions during the registration process, contact the IntelliCorp Sales Department at (800)539-3717.

## How often will I be invoiced?

IntelliCorp invoices clients on a monthly basis. The invoice will arrive via e-mail to the billing e-mail address provided during the registration process. To update your billing information, the main contact on your account should send an e-mail to Client Services at [customerservice@intellicorp.net](mailto:customerservice@intellicorp.net). Depending on account settings, you may also be able to download a printable invoice from the website.

# Getting Started Page 2

## **When can I start my background checks?**

Typically within 24-48 hours, the main contact on the account will receive an automated e-mail with a User ID and password. At this time, your account is activated and ready to use. Motor Vehicle Reports and Credit Reports may take longer as additional compliance and/or application forms are required. IntelliCorp's Client Services Department at (888)946-8355 or (216)450-5300 can assist with any questions on access to these two products or via E-Mail at [customerservice@intelicorp.net](mailto:customerservice@intelicorp.net). There is also Instant Chat available by clicking on the Live Help icon. You can instantly chat with a Client Services agent. This feature is only available between 8:00am and 6:00pm Eastern time.

## **Why do I need a business license to open an account?**

IntelliCorp Records Inc. only provides business to business services. Therefore, a copy of a valid business license and taxpayer ID number on a government-generated document is required to establish proof of a legitimate business.

## **Does IntelliCorp require a contract?**

New clients are not required to sign contracts for general access to our system. However, it is necessary that you agree to our online Subscriber Agreement when you register for an account. IntelliCorp does require contracts for particular products such as Credit and Motor Vehicle Reports.

## **What information do I need to run a criminal search on an individual?**

Once you have a signed release from the individual, you will need the following information: Last Name; First name; Middle Name or Initial; Social Security Number; Date of Birth; and either his/her e-mail address or physical address. Some products are searchable by name only through the state menu. Additional information may be useful and/or required for some states (for example, the Kentucky Criminal search requires a last known address and Puerto Rico requires mother's maiden name).

## **Who should I contact if I have questions regarding criminal records?**

Contact Client Services at (888)946-8355 or (216)450-5300, via E-Mail at [customerservice@intellicorp.net](mailto:customerservice@intellicorp.net), or Instant Chat by clicking on the Live Help icon. Phone and Live Chat Support are available Monday through Friday, 8:00am to 6:00pm Eastern time.

## **Who should I contact if I'm having technical difficulties?**

Contact Client Services at (888)946-8355 or (216)450-5300, via E-Mail at [customerservice@intellicorp.net](mailto:customerservice@intellicorp.net), or Instant Chat by clicking on the Live Help icon. Phone and Live Chat Support are available Monday through Friday, 8:00am to 6:00pm Eastern time.

## **What methods does IntelliCorp have to receive search requests and deliver results?**

IntelliCorp can accept search requests and deliver results via the website, XGS Integration and custom portals. For further details and to discuss account options, please contact your Sales Representative.

# IntelliSearch

## What is IntelliSearch?

The IntelliSearch platform obtains the subject's address history and compares it automatically to IntelliCorp's criminal records database to provide a recommendation of the searches to consider. The recommended searches are based on account settings and possible packages chosen by the account administrator. It is a tool created to guide the user through all the steps needed to order a consistent, integrated report.

## Can I get notified by email when my search request is complete?

You can sign up for free e-mail notifications when your searches are complete. Go to [Your Account > Account Settings > Edit User](#). Under User Notification, select Email Notification.

## What criteria do I need in order to run a search?

IntelliSearch requires subject's last name, first name, Social Security Number, Date of Birth, and either the subject's e-mail address or physical address to execute a standard criminal search. Additional information may be required for other products.

## How do I add another location to the searches recommended for a subject?

Once the search recommendation has been generated, you can 'Add Other Search Locations' by clicking the hyperlink located on the Criminal Search Selector Page. Enter either the city and state or the zip code for the location. Once new search locations are added, a new recommendation will automatically be generated if the location is not included in the Criminal SuperSearch product.

## Can I run credit reports?

Credit reports are regulated at both the federal and state level. Access to this information is controlled by the credit bureau and requires a separate application.

IntelliCorp will assist in this application process and provide notification of the outcome. For those clients who have completed the authorization process and have access for appropriate purposes, IntelliCorp can provide a direct link to the credit bureau and return credit reports instantly. The credit data will be provided as a component of other products ordered; all results will be delivered in one comprehensive document.

## Can I perform a background check on a subject who is a minor?

Persons under the age of 18 years old cannot sign contracts or releases on their own behalf. In most states (refer to your state laws) the legal age of consent is 18. If the applicant is under the age of consent, the signature of a parent or guardian is required on any release. Unless a minor is convicted as an adult, most juvenile records are sealed and not viewable to the public. IntelliCorp's company policy is to report any record that complies with the FCRA and is considered public information.

## Do you provide access to international records?

International records can be ordered via e-mail or fax. The order form is located under [Help > Downloads > International Searches](#).

## How far back can I search a Motor Vehicle Record?

State regulations govern how far back motor vehicle records can be searched and vary by state.

## How can I get access to Motor Vehicle Records?

Go to [Help > Downloads > Motor Vehicle Records](#) to download the appropriate forms. Follow the instructions on the forms to obtain access.

## **How far back can I search?**

The industry standard is seven years. Federal and/or state legislation may impact date range and type of records returned. Refer to the FCRA for specific reporting limitations. For more information, please refer to the Fair Credit Reporting Act (FCRA) [https://www.intellicorp.net/marketing/Resources\\_FCRA\\_Client.aspx](https://www.intellicorp.net/marketing/Resources_FCRA_Client.aspx)

## **What if my volunteer does not want to provide his/her Social Security Number or Date of Birth?**

The Candidate Direct or Volunteer Portal platforms provide the ability for your candidate/volunteer to enter their own information into a secure portal customized to look like your organization's website.

## **When I submit a Criminal SuperSearch, what data is searched and what will my potential results include?**

Sources for the Criminal SuperSearch include state, county, and municipal court level information that may include felony and misdemeanor records, Department of Corrections data and state sex offender registries. Data is aggregated from across the nation and coverage varies by state and county.

## **Where can I locate my search results?**

From the Home Page, search results can be accessed under the Results Center tab.

## **What methods does IntelliCorp have to receive search requests and deliver results?**

IntelliCorp can accept search requests and deliver results via the website, XGS Integration and custom portals. For further details and to discuss account options, please contact your Sales Representative.

# Technical

## What is batch processing?

Batch processing allows the client to process a large number of searches simultaneously rather than entering them manually via the web. This is especially useful for seasonal employment, special hiring events, and monitoring active employees annually. The minimum submission requirement for batch processing is 25 candidates.

## Why does the website "time out"?

IntelliCorp utilizes a 20 minute timeout feature to maintain the highest levels of system security thereby ensuring only persons with appropriate access are permitted to run reports. Additionally, it is also required by certain state laws regarding access to their data.

## How does fuzzy name matching work?

A "fuzzy" name search utilizes complex searching algorithms to identify similar sounding names and name variations (nicknames) to further assist in matching on the subject name of the search. If you are receiving too many name variations that clearly do not match your candidate, and you would like to tighten your search parameters, contact Client Services at (888)946-8355 or (216)450-5300 or [customerservice@intellincorp.net](mailto:customerservice@intellincorp.net).

# User Account Page 1

## Can I have multiple users on my account?

Yes. Only Users with Administrative rights can add, delete or modify all other Users. This is a free self-service available from the [Your Account > Account Settings](#) area.

## Are my ID and password secure?

Yes, the system will not allow any access without the appropriate User Id and password that was assigned. You will be prompted to update your password every 60 days. IntelliCorp requires that you do not share your User ID or password with another user. IntelliCorp allows unlimited users free of charge.

## As the administrator for my account, what are my capabilities?

A User with Administrative Access has the capabilities to set up Custom Menus for all Users, change User Profiles, view History reports, Pricing reports, and Invoice reports. Users with Administrative Access can also modify Account Settings for other Users including Editing User information, Managing User Roles, and editing account options and search options.

## Can I temporarily disable a user's access to the system?

You must have Administrative rights to modify any users. If you have Administrative rights, go to [Your Account > Account Settings > Edit User](#) to modify the selected User's access.

## How do I download an invoice?

You must have Administrative rights to view and/or download invoices. If you have Administrative rights, go to [Your Accounts > Manage Account > Invoice History](#) to download a PDF version. You can also go to [Your Accounts > Reports > Web Reports > Invoice Detail Breakdown](#) to customize an invoice grouped by Account ID, User, Job Code, Subject, or Reference Field.

## **Can I submit multiple searches at one time?**

For clients who process numerous searches (a minimum of 25) in one session, we offer a Batch Processing alternative. The Batch Process has been designed to automatically process multiple search requests simultaneously and receive the results in an organized, timely manner. You can also get set up for secure FTP batching. Please contact the Implementation Team for set up on batching or FTP batching at [batching@intellicorp.net](mailto:batching@intellicorp.net) or (877)387-0124.

## **Our account has multiple users. Do other users have access to view my search results?**

Only a User that has Administrative Access can view the results or history on other User ID's. Within the Results Center, select the specific user under the User's dropdown box in the top right corner or select All Users.

## **What types of reports can I run?**

Only Users that have Administrative rights can access the reports. If you have Administrative rights, go to Your Account > Reports. There are various detailed usage, invoice and pricing reports available.