



## GRANTEE USER GUIDE

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Version 1  
Sept. 4, 2024

EMPOWERED BY  VERTICAL SCREEN

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**PLEASE NOTE:**

For *technical support*, contact Truescreen at [AmeriCorpsSupport@truescreen.com](mailto:AmeriCorpsSupport@truescreen.com). Note that Truescreen is unable to advise on *compliance or requirement questions* regarding your program. If you are a direct grantee of AmeriCorps, you may contact [chc@americorps.gov](mailto:chc@americorps.gov) with your AmeriCorps portfolio manager. If you are a subrecipient of an organization other than AmeriCorps, please contact your granting organization for guidance. Additional AmeriCorps guidance is found on the NSCHC webpage, <https://americorps.gov/grantees-sponsors/history-check>. Specifically, see the **Using AmeriCorps Approved Vendor Truescreen Manual** for detailed guidance and frequently asked questions specific to Truescreen’s AmeriCorps account.

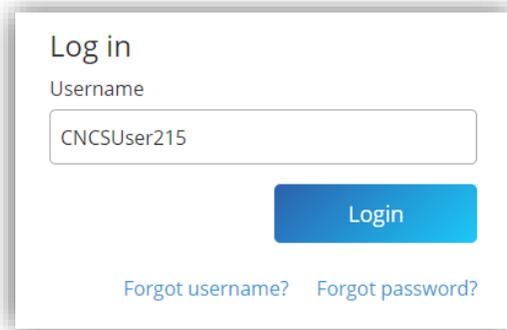
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## GETTING STARTED

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Please log in at [www.mytruescreen.com](http://www.mytruescreen.com). Truescreen assigns a unique username for each individual who is authorized to request and/or view background investigations. Enter your **Username** and then click **Login**.



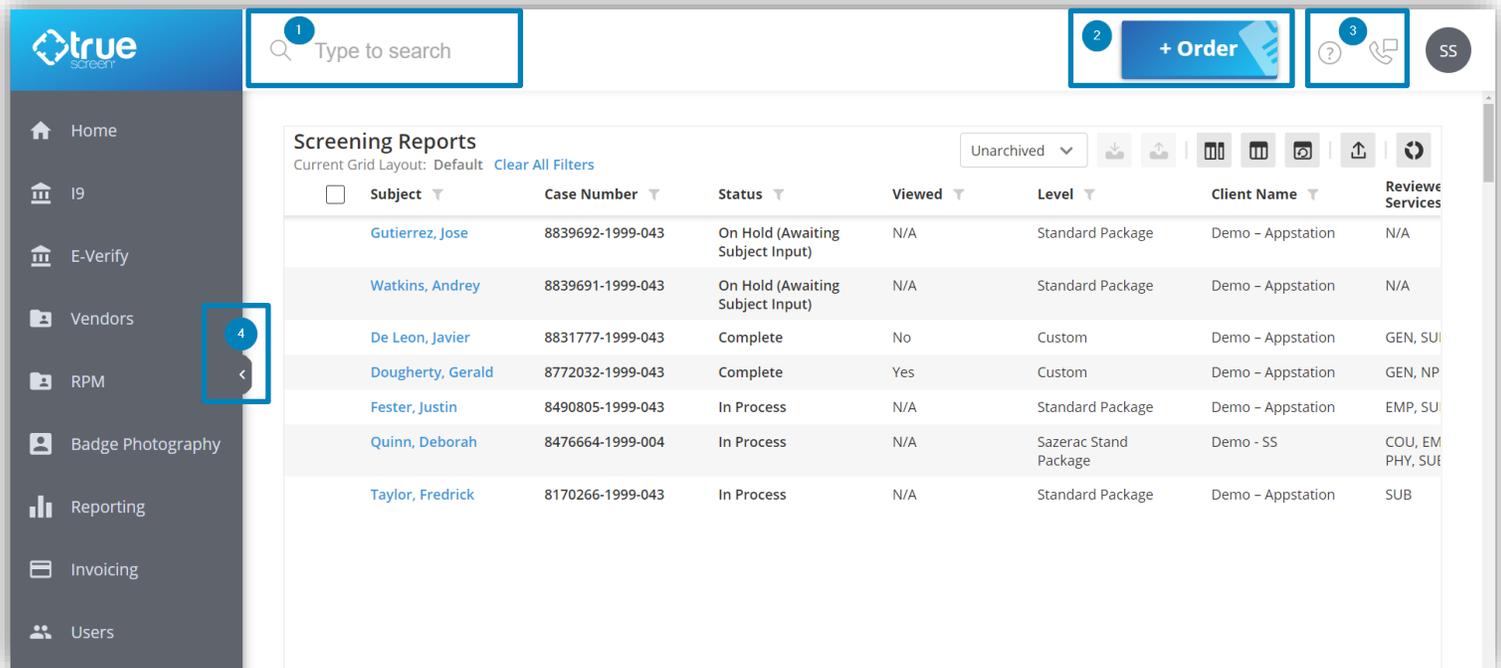
The screenshot shows a login form titled "Log in". It has a "Username" label above a text input field containing "CNCSUser215". Below the input field is a blue "Login" button. At the bottom of the form, there are two links: "Forgot username?" and "Forgot password?".

If prompted, enter your **Password** and **PIN**. You may also be prompted to create security questions and answers, as well as update your password. Follow the prompts and create your personal login credentials accordingly.

Each staff member must have their own user login. Do not log in using someone else's credentials. To add new staff users to your organization account, an existing user must email Truescreen at [requester@truescreen.com](mailto:requester@truescreen.com).

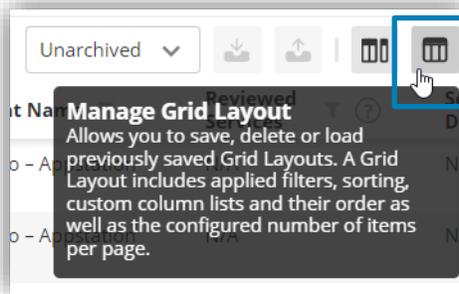
## The Truescreen Interface

The Truescreen interface includes a [global SmartSearch bar](#) (1), the [Order button](#) (2), [online help and chat](#) (3), as well as an expandable and collapsible [left-side menu](#) of available modules (4). The interface is customizable and additional modules, such as the Newsroom and File Upload, can be added to your portal.



## Tool Tips

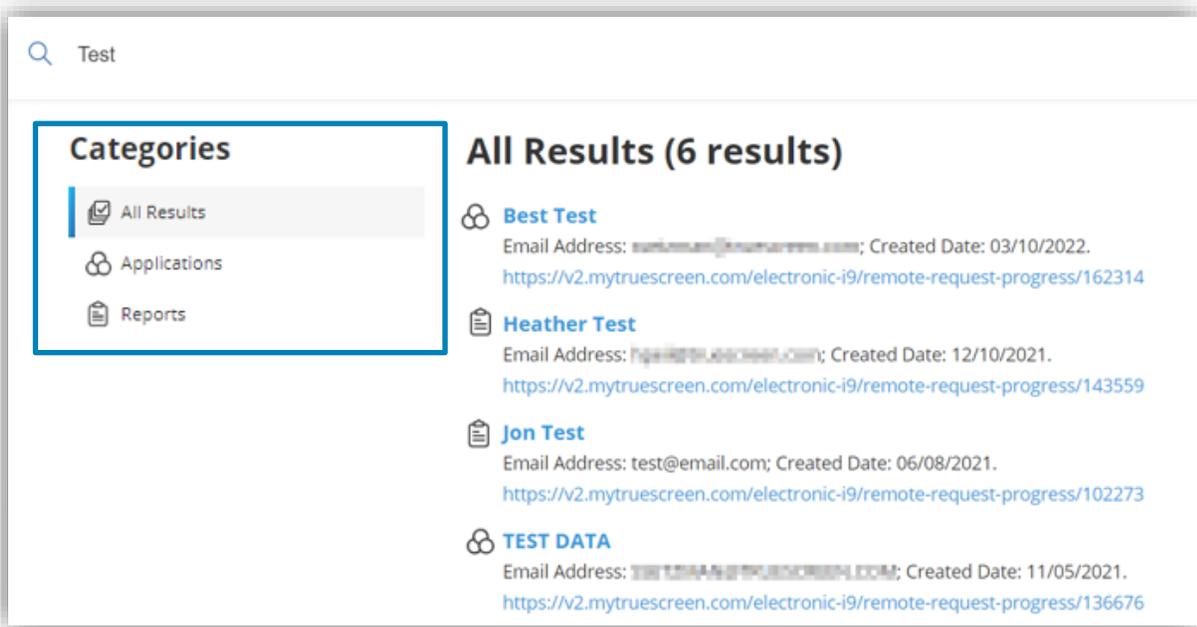
myTruescreen 2.0 has a variety of tool tips available to assist you with tasks and provide helpful information. To access tool tips, simply hover your mouse over any icon.



## SmartSearch Bar

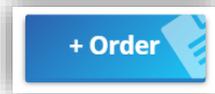
You can search the portal by entering criteria – such as **Case Number** or **Subject Name** – using the global SmartSearch bar. Search results will appear in a list with a link to pages that match the entered keyword. You can filter search results using the categories listed on the left of the page.

- **Applications**  are the forms completed by the applicant for their portion.
- **Reports**  are the actual case summaries and results of the check order.



## ORDERING A BACKGROUND SCREENING REPORT

To start a new check order: the **+ Order** button, located in the top right of the portal, opens the **Select an Order** screen. This button is available from every screen and shakes for emphasis.



Fields marked with a red asterisk (\*) are required. **You will need to make sure of the following!**

### General Information

#### Request Client

This is the organization or program to which we will deliver this specific report. The Request Client is very important – if you have multiple accounts due to multiple grants/commission visibility, be sure to select the correct Request Client for the individual being checked!



Request Client \* Mike Test Division

#### Report Level

This is where you will indicate what checks to run for the individual. Please make sure that you select the correct package from the dropdown list. The packages are **state** and **service specific**. You may order any combination of the National Sex Offender Public Website (NSOPW) search, specific state check, and/or FBI check. Once the report goes into research, we are unable to cancel or change the parameters of the package for this applicant. You will need to order a new package and you will be charged for all checks ordered.



Report Level \* Alabama + NSOPW + FBI

For example, selecting “**NSOPW Only**” will run only the NSOPW search.

Selecting “**FBI Only**” will run only the fingerprint-based FBI check.

Selecting “**Alabama**” will run only the Alabama state check.

Selecting “**Alabama + NSOPW**” will run the Alabama state check and NSOPW search (no FBI check).

Selecting “**NSOPW + FBI**” will run the NSOPW and an FBI check (no state check).

Selecting “**Alabama + NSOPW + FBI**” will run the Alabama state check, the NSOPW search, and an FBI check.

To add a second state search, see below under **Special Instructions**.

If you do not see a state or territory listed in the package options, then Truescreen does not run that state within the AmeriCorps agreement. Please review the Truescreen Pre-Approved Waiver



section in AmeriCorps' **NSCHC Manual**, found on the [NSCHC webpage](#), for AmeriCorps guidance on states not available in Truescreen.

**Note:** Some states or territories are available in Truescreen but are not required by AmeriCorps under two AmeriCorps pre-approved waivers: National Fingerprint File (NFF) States and Use of Truescreen. Refer to the **NSCHC Manual** for details on these pre-approved waivers.

### Grant Number

Please enter the AmeriCorps grant or subgrant number(s) the individual will work or serve under. If the individual will work or serve on more than one program, you can enter multiple grants separated with a comma (.). This is a free text field; if you make a mistake, please email our team at [AmeriCorpsSupport@truescreen.com](mailto:AmeriCorpsSupport@truescreen.com) and they can make any required corrections.

Grant Number *	23NDBDC999, 24NDBDC888
----------------	------------------------

### Billing Code

This field is not required. You may use this field for internal use, if needed. For example, you may enter any information to identify the individual. **Tags** and **Internal Comments**, described below, may also be used for this purpose.

Billing Code 6	
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### Special Instructions

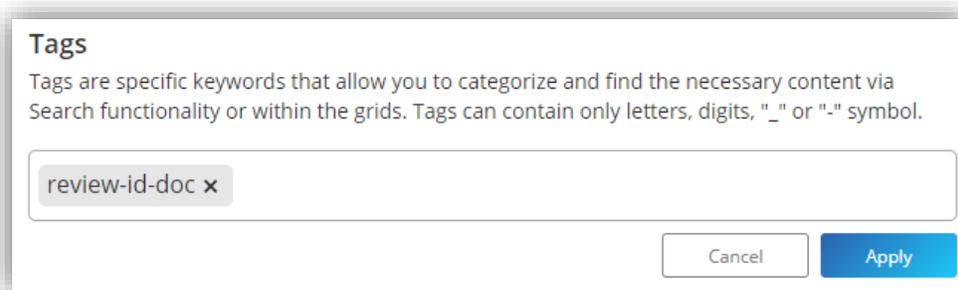
This is where you will add another state to the search if you need to include one. A second, additional state check is required when the individual's state of residence at application is different than the state of work/service.

Special Instructions	Please add a search for Nebraska to this case. Thank you!
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## Tags

This feature allows you to “tag” reports to group them together. For example – it is a good practice to review the name document your applicant uploads to ensure they uploaded a clear copy of the correct document. You can create a tag such as “review-id-doc” to track your need to review documentation for each applicant, and then remove the tag as you complete the review. When you use the SmartSearch bar and enter that tag, all reports tagged as such will populate so you can view them as a group – rather than search by name or case number. You can also view all Tags as a column in the Screen Reports grid.

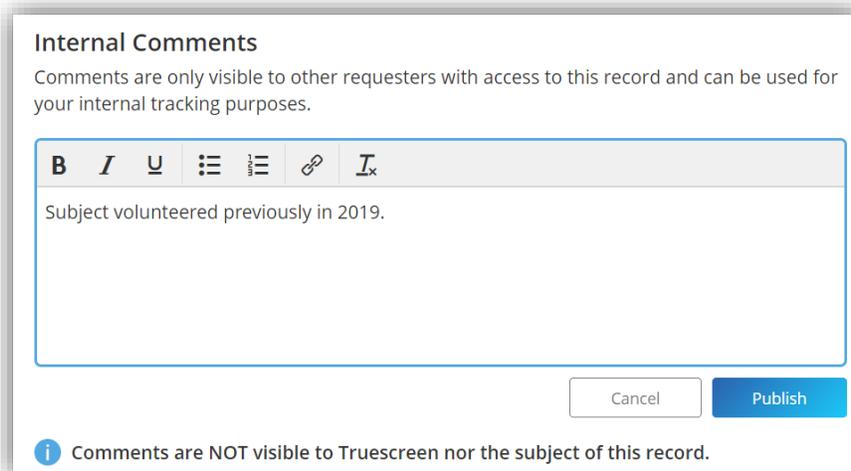
Type in a tag in the field and click **Apply** to tag the case. You can also add or remove tags later in the **Case Summary Page**, described in the next section.



The screenshot shows a modal window titled "Tags". Below the title is a descriptive text: "Tags are specific keywords that allow you to categorize and find the necessary content via Search functionality or within the grids. Tags can contain only letters, digits, "\_" or "-" symbol." Below this text is a text input field containing the tag "review-id-doc" with a small 'x' icon to its right. At the bottom right of the modal are two buttons: "Cancel" and "Apply".

## Internal Comments

This is a field solely for your organization. Applicants and volunteers do not have access to this data; even if they ask for a copy of their report, these comments will not be visible to them. Here you can add internal notes or comments to the case. Enter in the comment and click **Publish** to attach it to the case.



The screenshot shows a modal window titled "Internal Comments". Below the title is a descriptive text: "Comments are only visible to other requesters with access to this record and can be used for your internal tracking purposes." Below this text is a rich text editor with a toolbar containing icons for Bold (B), Italic (I), Underline (U), Bulleted List, Numbered List, Link, and Unlink. The text area contains the comment "Subject volunteered previously in 2019." At the bottom right of the modal are two buttons: "Cancel" and "Publish". Below the modal is a small information icon followed by the text: "Comments are NOT visible to Truescreen nor the subject of this record."

### PLEASE NOTE:

You can enter tags or internal comments at any time to an existing, pending, or completed report.

## Subject Information

On the next screen, you will enter in some basic subject information to kick off the report request. All fields marked with an asterisk (\*) are required. See also [Assisting Applicants Without Email Addresses](#) section below.

When entering the subject name, you will need to reconfirm the spelling of the first name and last name using the name documentation and enter that data field twice to ensure accuracy. If the names do not match, you will receive an error.

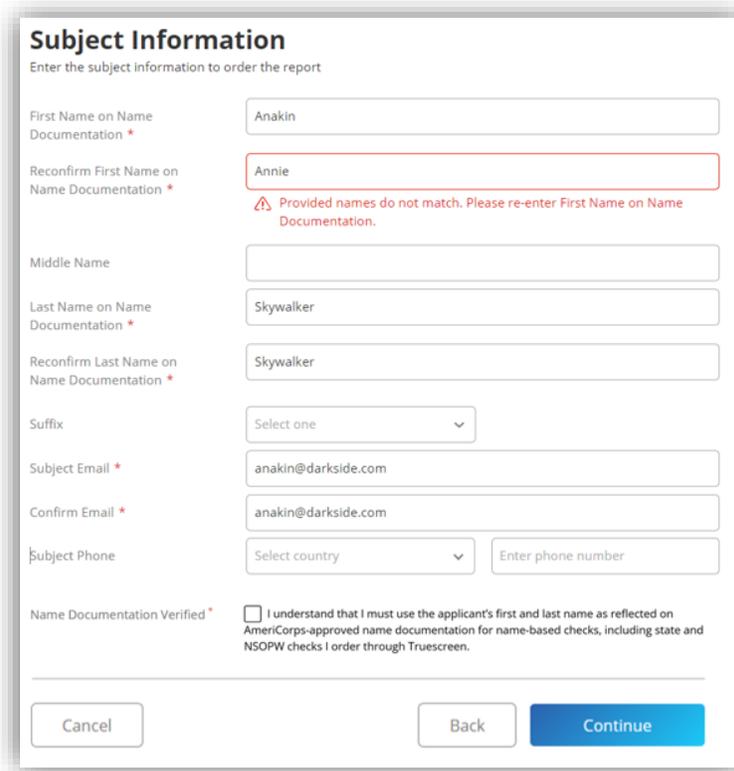
**Important:** For the NSOPW and state checks, we will use the first and last name you enter here to conduct the search. AmeriCorps requires the first and last name checked to reflect the current name of the individual, as evidenced by allowable name documentation. Please review the Name-based Checks section in AmeriCorps' **NSCHC Manual**, found on the [NSCHC webpage](#) for further guidance.

**Important:** Note that the middle name field is optional. Do not enter a middle name in fields designated for first name or last name.

## Name Documentation Verification Checkbox

This is a required checkbox where you must mark the box to attest to the following:

*I understand that I must use the applicant's first and last name as reflected on AmeriCorps-approved name documentation for name-based checks, including state and NSOPW checks I order through Truescreen.*



The screenshot shows a web form titled "Subject Information" with the instruction "Enter the subject information to order the report". The form contains several input fields:

- First Name on Name Documentation \***: Input field with "Anakin".
- Reconfirm First Name on Name Documentation \***: Input field with "Annie". A red error message is displayed below: "Provided names do not match. Please re-enter First Name on Name Documentation." The input field is highlighted with a red border.
- Middle Name**: Empty input field.
- Last Name on Name Documentation \***: Input field with "Skywalker".
- Reconfirm Last Name on Name Documentation \***: Input field with "Skywalker".
- Suffix**: Dropdown menu with "Select one" selected.
- Subject Email \***: Input field with "anakin@darkside.com".
- Confirm Email \***: Input field with "anakin@darkside.com".
- Subject Phone**: A dropdown for "Select country" and an input field for "Enter phone number".
- Name Documentation Verified \***: A checkbox that is currently unchecked. The text next to it reads: "I understand that I must use the applicant's first and last name as reflected on AmeriCorps-approved name documentation for name-based checks, including state and NSOPW checks I order through Truescreen."

At the bottom of the form are three buttons: "Cancel", "Back", and "Continue".

Once all information is correct and required fields are filled out, click **Continue**.



Details matter.

Once all information is provided, you can review the details of the request one more time prior to submission. Click **Continue** on this screen to order. An email will be sent to the applicant or volunteer for them to fill out their portion of the check order securely on Truescreen's ApplicationStation. Be sure to provide the **Truescreen AmeriCorps Applicant Guide** to your applicant to guide them through their steps.

**PLEASE NOTE:**

Once you submit your order and the applicant completes their portion, Truescreen **CANNOT** cancel the report. It is very important to double check and ensure the accuracy of your request.

### Summary

Check provided data and press Continue to order the report

#### Requester Details

Client	Mike Test Division
Level Requested	Pennsylvania + NSOPW
Grant Number	123456

#### Subject Information

Individual	Anakin Skywalker
Subject Email	anakin@darkside.com

#### Special Instructions

Please add a search for Alabama to this case. Thank you!

#### Selected Services

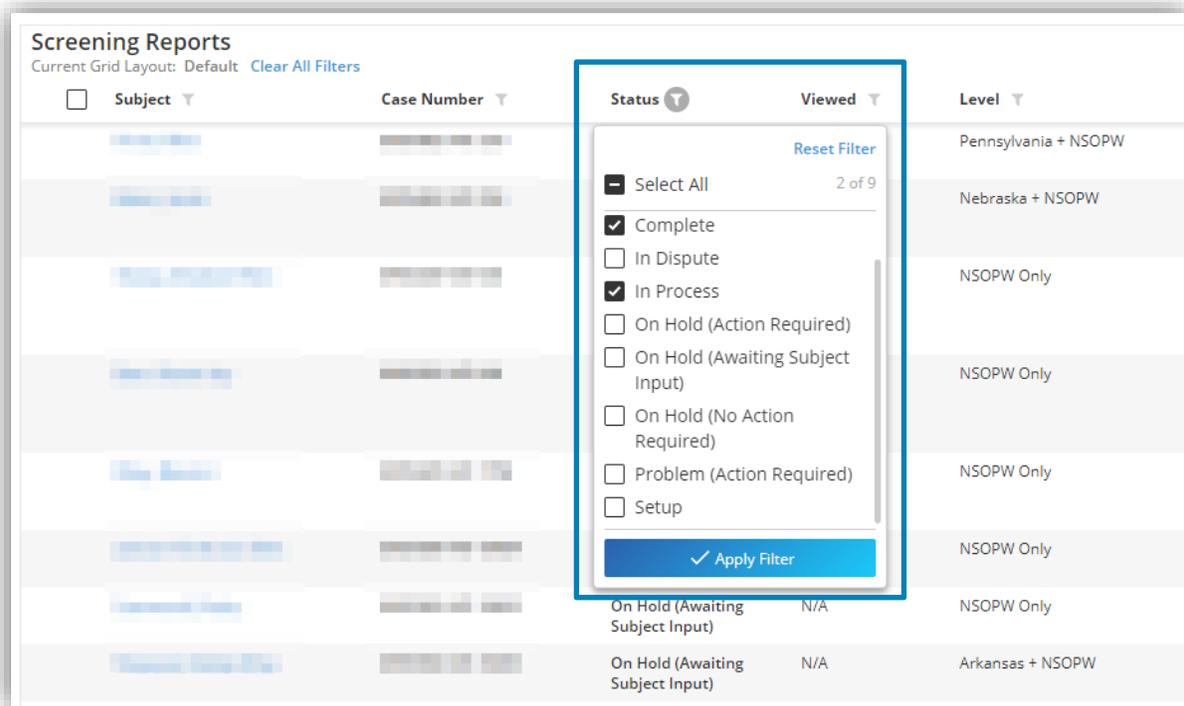
- Sex Offenders
- State Criminal

## VIEWING A BACKGROUND SCREENING REPORT

The Screening Reports grid lists all your submitted background checks. You can sort these checks by status (i.e., Complete, In Process, etc.) or your tags.

The most common check statuses are:

- **On Hold (Awaiting Subject Input):** The applicant has not yet completed their portion. The check cannot be processed until the applicant provides their information. You can open the Full Case Summary and resend the invite email to the applicant, change the email address, or cancel the case, if needed.
- **On Hold/Problem (Action Required):** Additional information is needed from the applicant to process the check. For example, some states require fingerprints if there is a possible name match. Open the Full Case Summary for details.
- **In Process:** The order is being processed by Truescreen. No action is required from you or applicant at this time.
- **Complete:** All checks on the order are completed and you can review the results and enter your adjudication decision.
- **In Dispute:** The applicant has initiated the challenge/review process.
- **Setup:** When you add a second state, the case will fall out of Truescreen automation. A Truescreen representative manually adds that state search to the case. The turnaround time is about four hours for this status to turn into "In Process".



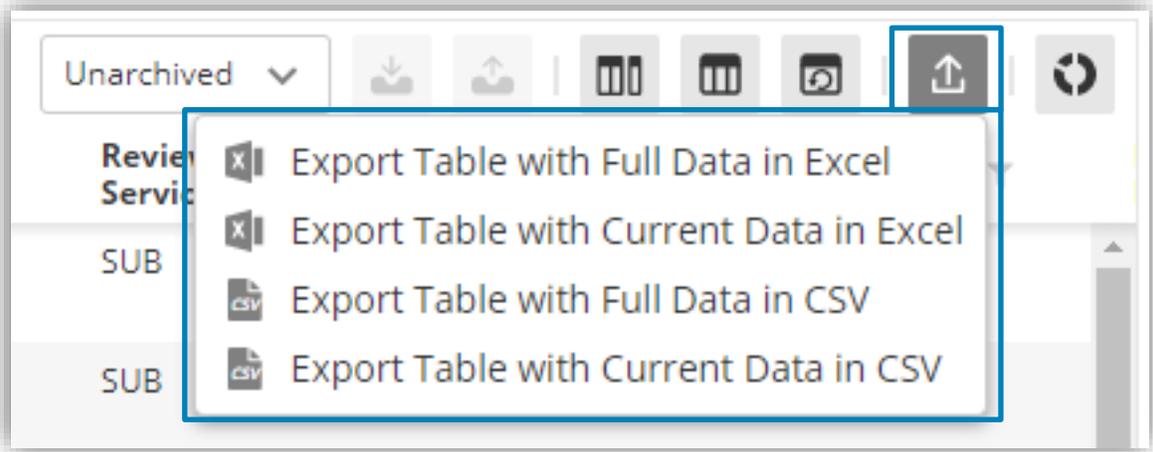
The screenshot shows the 'Screening Reports' interface with a filter dropdown menu open for the 'Status' column. The dropdown menu lists the following options:

- Select All (2 of 9)
- Complete
- In Dispute
- In Process
- On Hold (Action Required)
- On Hold (Awaiting Subject Input)
- On Hold (No Action Required)
- Problem (Action Required)
- Setup

The 'Apply Filter' button is highlighted in blue. The background shows a table with columns for Subject, Case Number, Status, Viewed, and Level. The table contains several rows of data, including entries for Pennsylvania + NSOPW, Nebraska + NSOPW, and Arkansas + NSOPW.

You can also export your application data to an Excel spreadsheet for management and reporting. The exported data appears with partially masked social security numbers for privacy purposes.

- **Full Data** will pull with no filters attached.
- **Current Data** will pull data with any filters you have applied to your grid view.

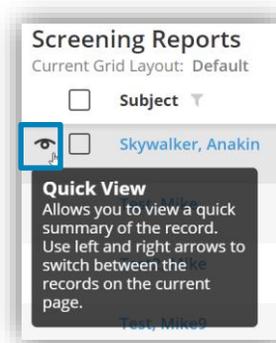


## QUICK VIEW CASE SUMMARY

Throughout the screening process you can open a case summary either in full view or as a quick pop-up view. The case summary includes links or buttons to view:

- Problems or issues with the case;
- Case-related actions;
- An interim or complete report for the case; and
- Additional actions necessary to move the case forward.

Hover over the space to the left of the subject's name to display the **Quick View** icon in the Screening Reports grid.





Details matter.

Clicking that button will display the **Quick View Case Summary** .

### Screening Reports

Current Grid Layout: Default [Clear All Filters](#)

<input type="checkbox"/>	Subject	Case Number	Status	Viewed	Level
<input checked="" type="checkbox"/>	Skywalker, Anakin	[REDACTED]	Complete	Yes	NSOPW Only
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Complete	Yes	Alabama + NSOPW
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Complete	Yes	Alabama
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Complete	No	Alabama + NSOPW
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Complete	Yes	Alabama
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Complete	No	Alabama + NSOPW
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Complete	No	Alabama + NSOPW
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Complete	No	Alabama
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Complete	No	Alabama + NSOPW
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Complete	No	Alabama
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Complete	No	Alabama

Navigation: |< < 1 > >|

< >
✕

## Anakin Skywalker

Complete

Case Number [REDACTED]

Requester Michael Carnation - CNS

Request Date 08/11/2020

Current Pass/Review Status Pass

Open Full View

---

### Actions

The case may contain more actions than available for its quick view. Open Full View to see more.

Adjudicate This Case
 Archive

View Report

---

### Component Pass/Review Status

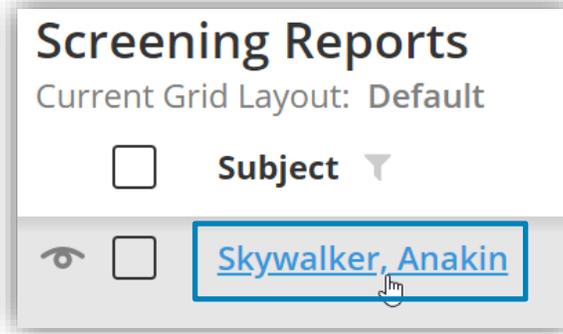
**Review** 2

[Sex Offenders](#)

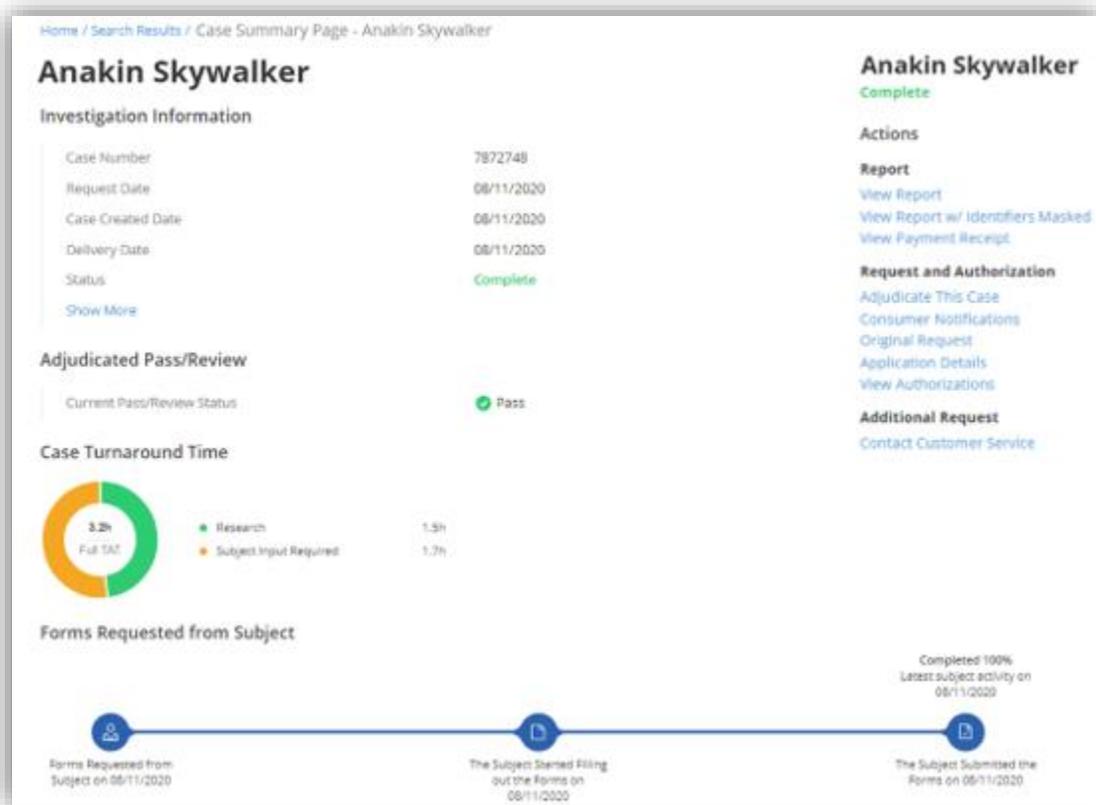
[Subject Data](#)

## REVIEWING RESULTS AND FULL VIEW CASE SUMMARY

To view the applicant or volunteer’s full report, click on their hyperlinked name in your screening reports grid.



You will be directed to the **Case Summary Page**, which contains everything relating to the subject’s background check.



The screenshot shows the 'Case Summary Page' for 'Anakin Skywalker'. The page is titled 'Anakin Skywalker' and has a status of 'Complete'. It is divided into several sections:

- Investigation Information:** A table with the following data:

Case Number	7872748
Request Date	08/11/2020
Case Created Date	08/11/2020
Delivery Date	08/11/2020
Status	Complete
- Adjudicated Pass/Review:** Shows 'Current Pass/Review Status' as 'Pass'.
- Case Turnaround Time:** A donut chart showing 'Full TAT' of 3.2h, composed of 'Research' (1.5h) and 'Subject Input Required' (1.7h).
- Forms Requested from Subject:** A timeline showing three steps: 'Forms Requested from Subject on 08/11/2020', 'The Subject Started Filing out the Forms on 08/11/2020', and 'The Subject Submitted the Forms on 08/11/2020'. The final step is marked as 'Completed 100%'.
- Actions:** A list of links including 'View Report', 'View Report w/ Identifiers Masked', 'View Payment Receipt', 'Request and Authorization', 'Adjudicate This Case', 'Consumer Notifications', 'Original Request', 'Application Details', 'View Authorizations', and 'Additional Request'.

## Reviewing Results (Truescreen’s Adjudication Recommendation)

If you scroll down on the Case Summary Page you can view each individual service that was run for that applicant, as well as Truescreen’s adjudication recommendation of **Pass** or **Review**. See the **Using AmeriCorps Approved Vendors Truescreen Manual** for more details on these recommendations.

Please note that the **Subject Data** service will always be **Review**. We are not actually running any service in that category – it is simply a placeholder service set to Review as a reminder to you to enter your adjudication decision.

### Forms Requested from Subject

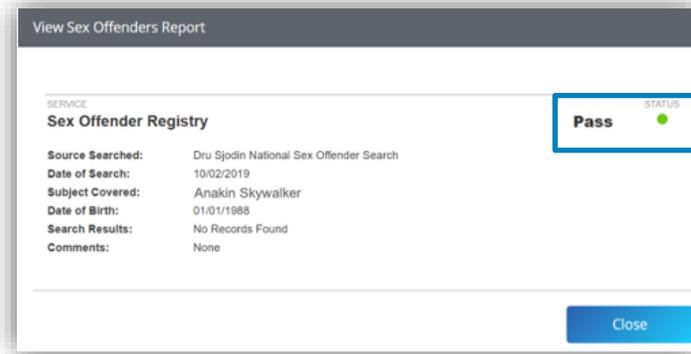
Completed 100%  
Latest subject activity on  
03/13/2024



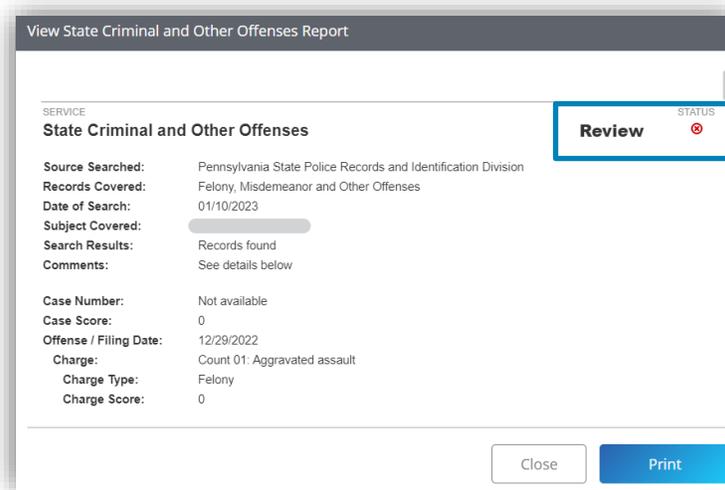
Service	Description	Pass/Review Status	Component Status	Completed
<a href="#">Subject Data</a>	Anomander Rake (***-**-1111)	Review	Complete	03/13/2024
<a href="#">Sex Offenders</a>	Subject Name: Anomander Rake State: Alabama	Pass	Complete	03/13/2024
<a href="#">State Criminal and Other Offenses</a>	Felony, Misdemeanor and Other Offenses - Winston, Alabama	Pass	Complete	03/14/2024
<a href="#">Fingerprint</a>	Subject Name: Anomander Rake Channeling Agency: FBI-AFIS	Pass	Results Received	03/14/2024

Clicking on the hyperlinked service will pop-up the results of that check. If you ordered an FBI check, it will be listed as **Fingerprint** service.

Example of an NSOPW search result with a **Pass** recommendation from Truescreen:

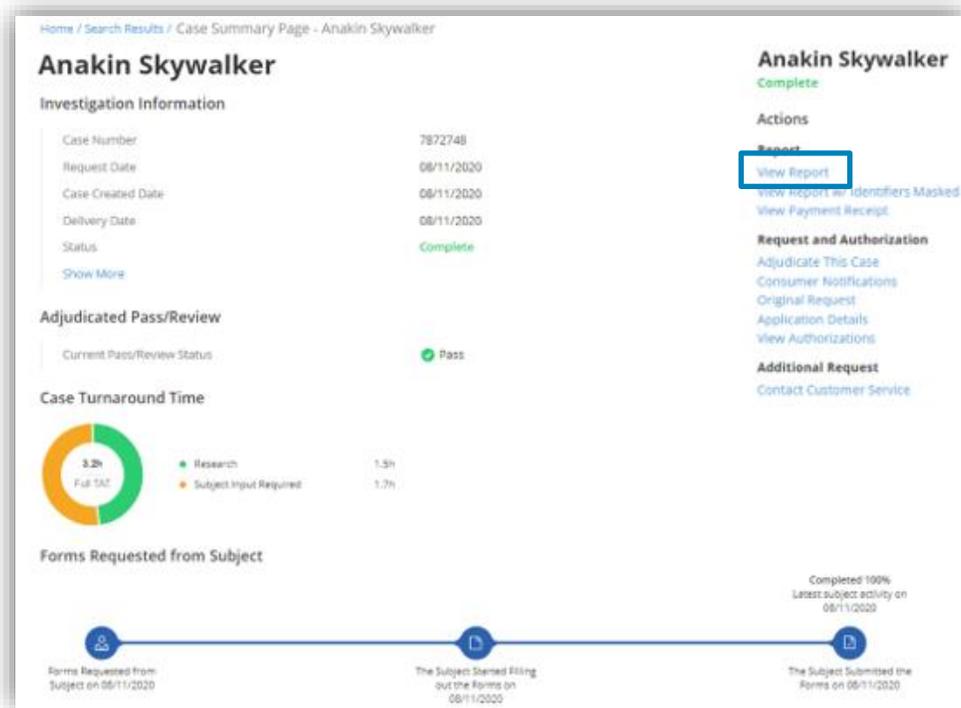


Example of a state check result with a **Review** recommendation from Truescreen:



On the right-hand side under **Actions**, you can click **View Report** to review the full results report of all checks ordered.

**Note:** For state checks, Truescreen will provide the full results report provided by the state source, which will include any information the state allows to be shared. Truescreen will **not** provide detailed criminal history information for the FBI check. The FBI prohibits sharing of FBI rap sheets to grant recipients.



The screenshot displays the 'Case Summary Page - Anakin Skywalker' in the Truescreen interface. The page is divided into several sections:

- Investigation Information:** A table showing Case Number (7872748), Request Date (08/11/2020), Case Created Date (08/11/2020), Delivery Date (08/11/2020), and Status (Complete).
- Adjudicated Pass/Review:** Shows the current status as 'Pass'.
- Case Turnaround Time:** A donut chart showing a total of 3.2h, broken down into Research (1.5h) and Subject Input Required (1.7h).
- Forms Requested from Subject:** A timeline showing three steps: 'Forms Requested from Subject on 08/11/2020', 'The Subject Started Filling out the Forms on 08/11/2020', and 'The Subject Submitted the Forms on 08/11/2020'.
- Right-hand Side:** A sidebar for 'Anakin Skywalker Complete' with an 'Actions' menu. The 'View Report' option is highlighted with a red box.



Details matter.

### Example of a full View Report summary with Pass recommendation from Truescreen.

If the individual has criminal history information that can be shared by the state, it would be listed here. In this example, the Search Results from the state are “No records found.”

**Reminder:** The overall **Case Status** and **Subject Data** will always be **Review**. See **Adjudicating a Background Screening Report** section below for more details.

**SCREENING REPORT** true screen REPORT #

xxx-xx-7991

---

**CASE STATUS** **Review**

SERVICE	DESCRIPTION	STATUS
Subject Data		
State Criminal and Other Offenses	Felony, Misdemeanor and Other Offenses - Wexford, Michigan	

KEY: Pass Review Pending

---

**Subject Data** **Review**

Name: [Redacted]

Date of Birth: [Redacted]

Social Security /ID#: xxx-xx-7991

SSN/ID# Validation	
State Issued:	MI
Date Issued:	01/01/1971-12/31/1972
DOB Scan:	Clear
Death Index:	Clear
Valid SSN/ID#:	Yes

Current Address: [Redacted]  
Wayne County  
United States

Other Addresses: None

Comments: None

---

**Total Criminal Court Score** **0**

---

**State Criminal and Other Offenses** **Pass**

Source Searched: Michigan State Police, Central Records Division

Records Covered: Felony, Misdemeanor and Other Offenses

Date of Search: 01/07/2022

Subject Covered: [Redacted]

**Search Results:** No records found

Comments: None

**End of Report**



Details matter.

### Example of a full View Report summary for a state check with Review recommendation from Truescreen.

Any criminal history information that can be shared by the state is listed here.

**SCREENING REPORT**

xxx-xx-2094

REPORT # [REDACTED]

---

**CASE STATUS**

**Review** ⊗

SERVICE	DESCRIPTION	STATUS
<b>Subject Data</b>	[REDACTED]	⊗
<b>State Criminal and Other Offenses</b>	Felony, Misdemeanor and Other Offenses - York Pennsylvania	⊗

KEY: ● Pass ⊗ Review ▲ Pending

---

**Subject Data**

**Review** ⊗

**Name:** [REDACTED]

**Date of Birth:** [REDACTED]

**Social Security /ID#:** xxx-xx-2094

**SSN/ID# Validation**  
 State Issued: PA  
 Date Issued: 05/02/1997-05/01/2000  
 DOB Scan: Clear  
 Death Index: Clear  
 Valid SSN/ID#: Yes

**Current Address:** [REDACTED]  
Philadelphia County  
United States

**Other Addresses:** None

**Comments:** None

---

**State Criminal and Other Offenses**

**Review** ⊗

**Source Searched:** Pennsylvania State Police Records and Identification Division

**Records Covered:** Felony, Misdemeanor and Other Offenses

**Date of Search:** 01/10/2023

**Subject Covered:** [REDACTED]

**Search Results:** Records found

**Comments:** See details below

**Case Number:** Not available

**Case Score:** 0

**Offense / Filing Date:** 12/29/2022

**Charge:** Count 01: Aggravated assault

**Charge Type:** Felony

**Charge Score:** 0

**Disposition Date:** not available

**Disposition Type:** Not available

**Charge:** Count 02: Manufacture etc. of controlled substance by person not registered, or a practitioner not registered creating, etc. a counterfeit controlled substance

**Charge Type:** Felony

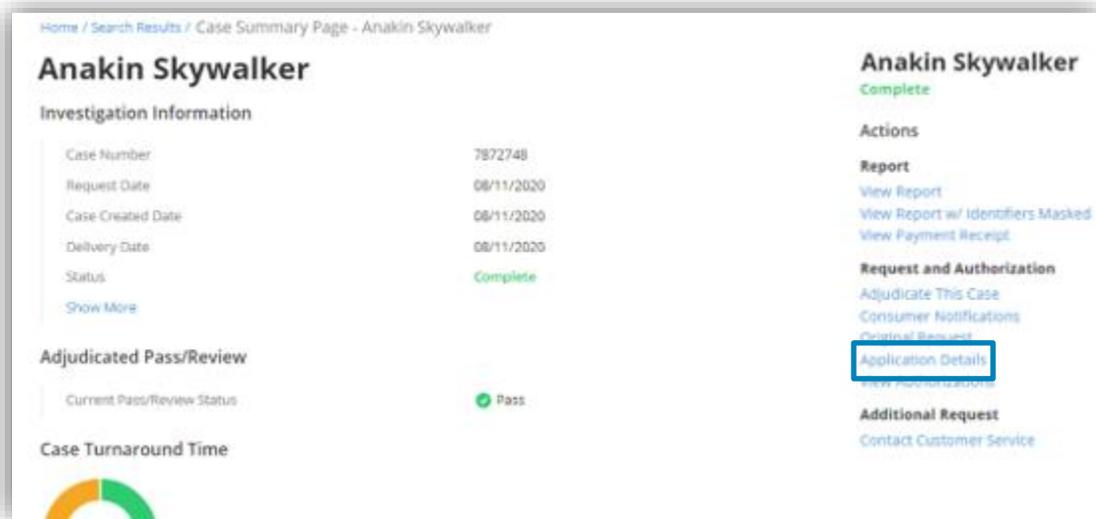
**Charge Score:** 0

**Disposition Date:** not available

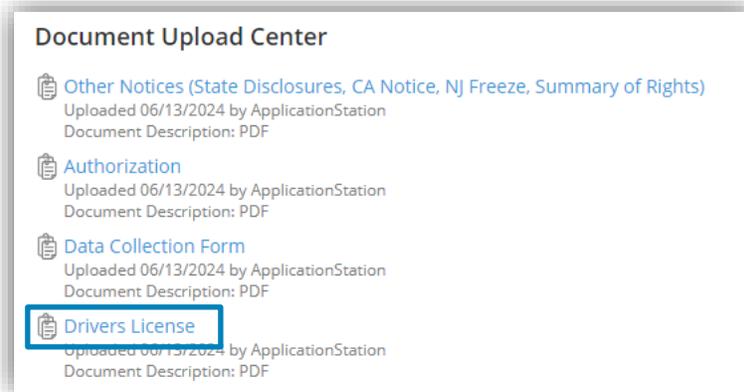
**Disposition Type:** Not available

## View/Download/Upload Name Document

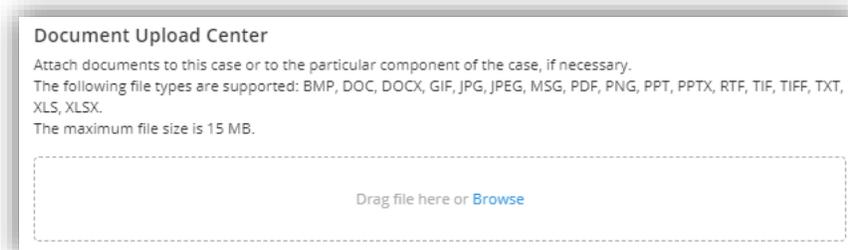
On the Case Summary Page, you can also view/download the name document uploaded by the applicant. On the right-hand side under **Actions**, click **Application Details**.



Then, locate the name document uploaded under **Document Upload Center**. Note this file name will vary depending on what the applicant uploaded.



If the applicant did not upload a legible copy of an allowable name document, you may upload a copy or any other document needed on the Case Summary Page:



## ADJUDICATING A BACKGROUND SCREENING REPORT

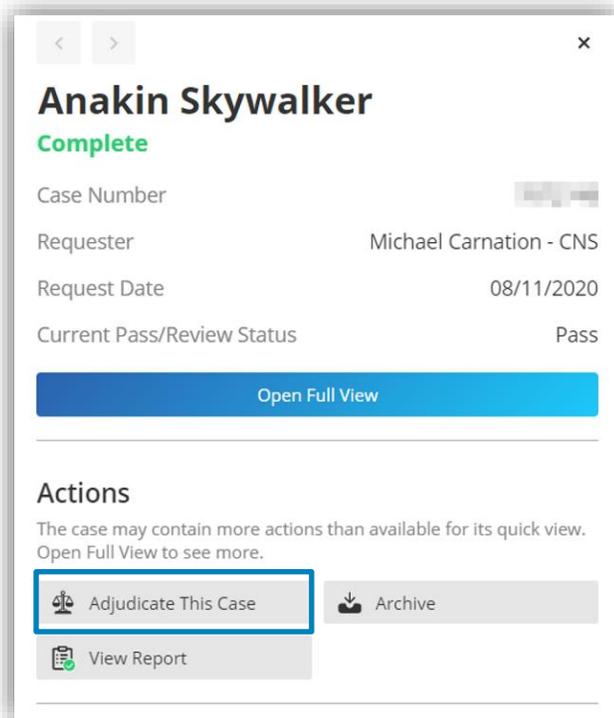
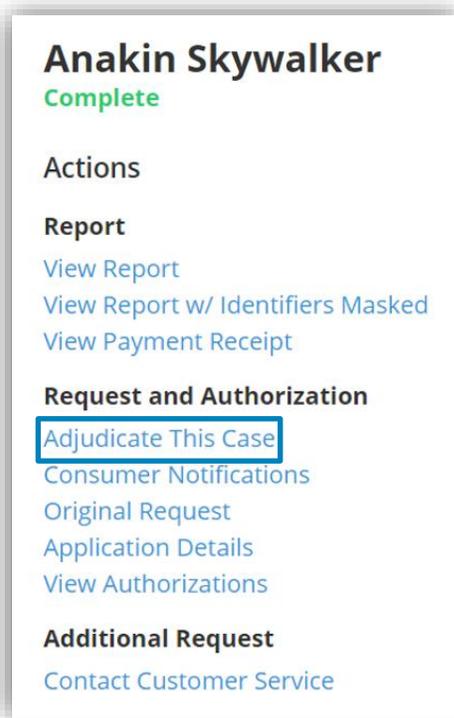
Please **ALWAYS** make sure to review all services and any comments within the service detail before making any adjudication decisions.

### PLEASE NOTE:

Truescreen cannot assist with your adjudication decision. If you have questions about adjudicating, please reach out to your AmeriCorps contact or your granting organization, as applicable.

Additional AmeriCorps guidance is found on the NSCHC webpage, <https://americorps.gov/grantees-sponsors/history-check>. Specifically, see the **Using AmeriCorps Approved Vendor Truescreen Manual** for detailed guidance and frequently asked questions.

To adjudicate a report click **Adjudicate This Case** either on the Quick View or Full View Case Summary pages.



**Example before entering your grantee adjudication:**

When first adjudicating the report, the **Current Pass/Review Status** will initially be set to **Review** as a reminder to you to enter your grantee adjudication decision. This is not Truescreen’s adjudication recommendation. Viewing Truescreen’s adjudication recommendation for each service is described above.

### Adjudicated Pass/Review

Please select from the following options:

Current Pass/Review Status ◇ Review

New Pass/Review Status \* Select one ▾

Current Case Note None

New Case Note \* Enter note related to adjudicating the case.

---

### Adjudication History 🖨️

Action Date	Performed By	Adjudicated Status	Note
07/22/2021 2:31 AM	Truescreen, Inc.	Review	Case Completed

|< < 1 > >|
10 ▾
Items per page
1-1 of 1 items

To document your grantee adjudication, select one of the three options described below under **New Pass/Review Status**, enter your case note in **New Case Note**, then click **Save and Exit**.

### Adjudicated Pass/Review

Please select from the following options:

Current Pass/Review Status ◇ Review

New Pass/Review Status \* Select one ^

Current Case Note

New Case Note \* 
 Pass  
 Review  
 Provisionally Cleared  
 Pre-adverse  
 Applicant Withdrawn

---

#### Adjudication History 🖨

Action Date	Performed By	Adjudicated Status	Note
07/22/2021 2:31 AM	Truescreen, Inc.	Review	Case Completed

< > 1 > >

10 ▼ Items per page    1-1 of 1 items

---

Cancel
Save and Exit

To stay in compliance, you will need to select one of the three options below **BEFORE** the individual starts work or service on the grant:

- **Pass** indicates that nothing on the report would prevent the applicant or volunteer from being onboarded/volunteering for the program. You are confirming the individual is eligible under AmeriCorps requirements.
- **Pre-Adverse** indicates that information was discovered in the background report that *could* prevent the applicant or volunteer from being on boarded or volunteering. If you are unsure if any specific records would prevent an individual from being eligible to work or service with your AmeriCorps program, please reach out to AmeriCorps or your granting organization for further guidance.
- **Applicant Withdrawn** indicates the applicant has withdrawn their application and will not work or serve.

If you select **Pre-Adverse** and click **Save**, Truescreen will automatically mail a hard copy of the letter that your organization provided during account setup to the applicant. The applicant will be given a chance to review their report and communicate back with a consumer statement or dispute.

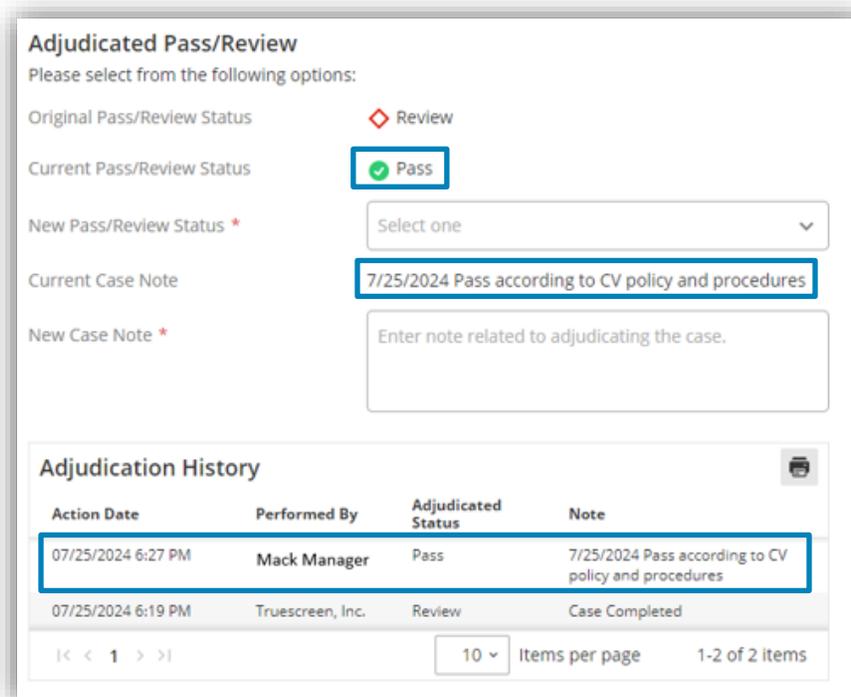
- **After the applicant review process**, you must enter your final adjudication decision in Truescreen **BEFORE** the individual starts work or service on the grant. Select **Pass** if the applicant proved their eligibility, or select **Final Adverse** if the applicant was confirmed ineligible or did not successfully challenge the result.

- If you select **Final Adverse** and click **Save**, Truescreen will automatically mail the final denial letter that your organization provided during account setup to the applicant.

**Example after entering your grantee adjudication:**

**Note:** The **Original Pass/Review Status** will always be set to **Review**. This is not Truescreen’s adjudication recommendation.

- ✓ The **Current Pass/Review Status** and **Current Case Note** fields should now reflect what you entered and saved.
- ✓ Your action will also be reflected in the **Adjudication History** log.



**Adjudicated Pass/Review**  
Please select from the following options:

Original Pass/Review Status  Review

Current Pass/Review Status  **Pass**

New Pass/Review Status \*

Current Case Note

New Case Note \*

**Adjudication History**

Action Date	Performed By	Adjudicated Status	Note
07/25/2024 6:27 PM	Mack Manager	Pass	7/25/2024 Pass according to CV policy and procedures
07/25/2024 6:19 PM	Truescreen, Inc.	Review	Case Completed

< < 1 > > | 10 Items per page 1-2 of 2 items

**REMINDER:**

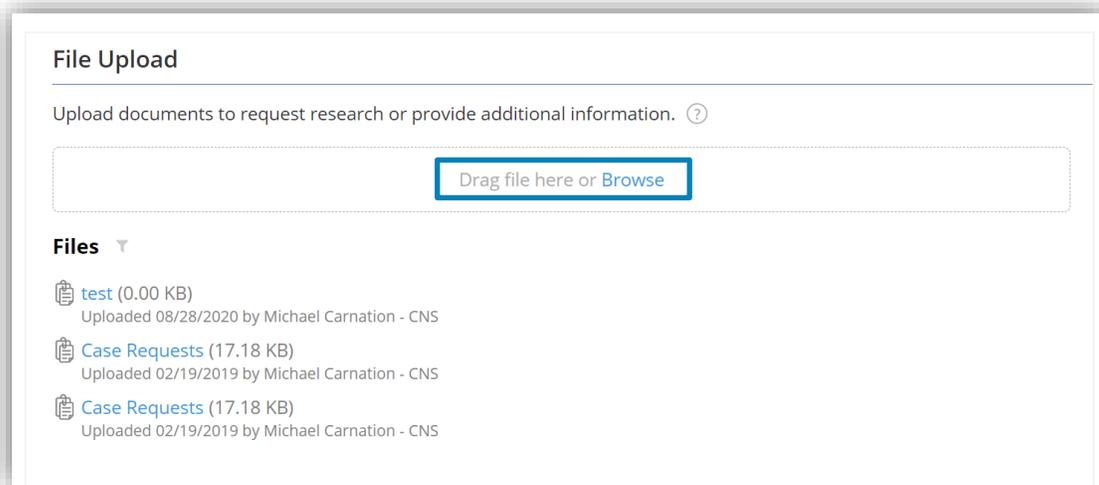
Truescreen cannot assist with your adjudication decision. If you have questions about adjudicating, please reach out to your AmeriCorps contact or your granting organization, as applicable.

Additional AmeriCorps guidance is found on the NSCHC webpage, <https://americorps.gov/grantees-sponsors/history-check>. Specifically, see the **Using AmeriCorps Approved Vendor Truescreen Manual** for detailed guidance and frequently asked questions.

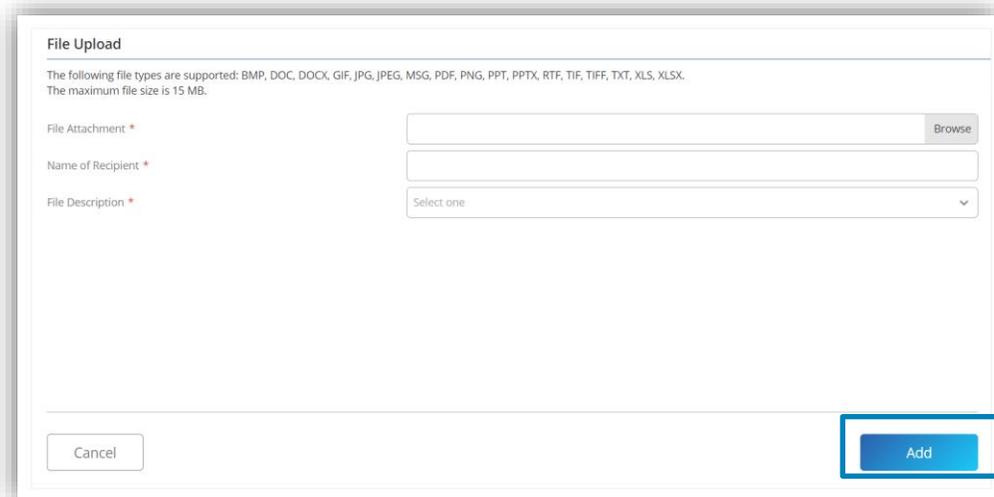
## OPTIONAL: BULK ORDER REQUEST FILE UPLOAD

The **File Upload** module on the Home screen allows you to securely request multiple checks at one time by uploading an Excel template. This secure repository allows you to upload and download documents containing the subject's personal information (PII) without the possibility that it will be compromised. **Please email your Account Manager to ensure that you have the appropriate bulk upload template for the program!**

The File Upload module can be located on the Home screen, and can be added to any page at any location using the page manager. Use **Browse** or drag a file to display the upload fields.

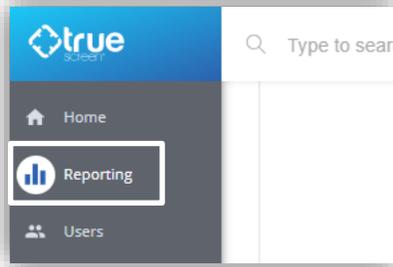


You can browse for your **File Attachment**, enter the **Name of Recipient**, and add a **File Description**. The supported file types are listed for your convenience. Use the **Add** button to trigger the upload and send an email alert to the receiving party that the uploaded file is available to view.



## MANAGEMENT REPORTS

A number of standard or predefined reports are available for common queries of subject data. They can be found on the **Reporting** tab, in the Management Reports module.



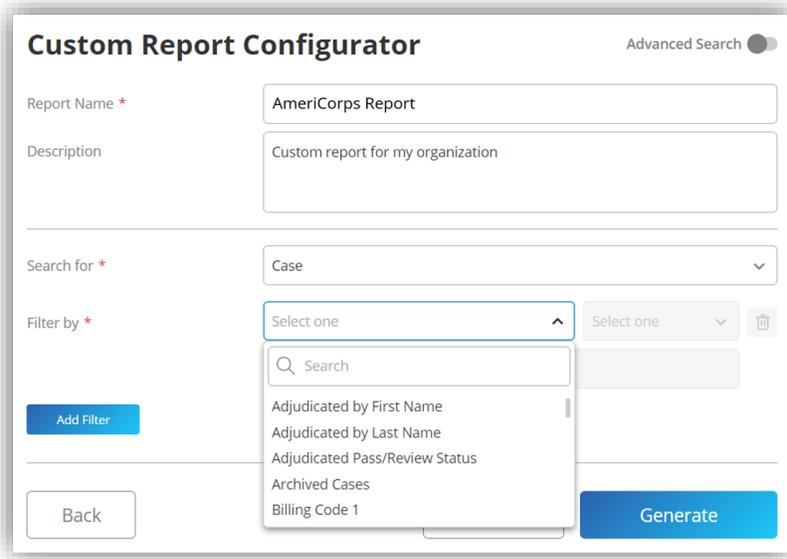
Management Reports	
Report Name	Description
AmeriCorps Monitoring Report	AmeriCorps Monitoring Report
Credit Card Receipt Report	Credit Card Receipt Report

Available reports include:

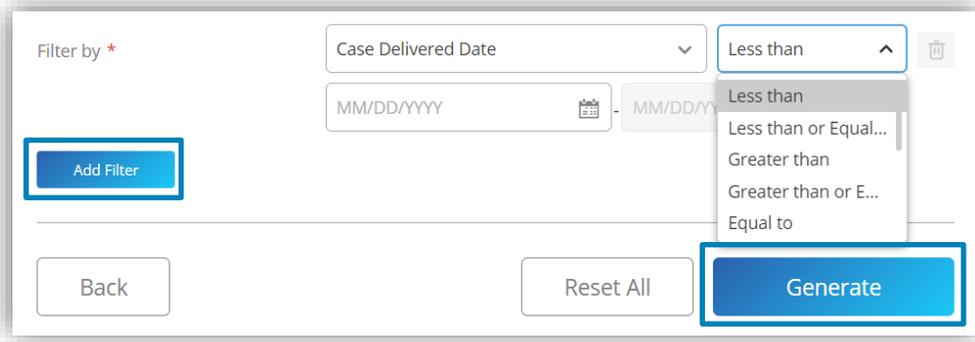
- **AmeriCorps Monitoring Report:** This report allows you to self-monitor all checks completed within the time period you specify. Reach out to your AmeriCorps contact or granting organization for assistance using this report to self-monitor your checks for compliance with AmeriCorps regulations.
- **Credit Card Receipt Report:** This report lists all transactions for the time period you specify. Note that transactions post at the end of the month, so this report will not include transactions from the current month.

You can also create and save custom management reports for your Home page that will provide the data you need in real time. Custom reports are user-specific so only you will be able to view and generate these reports after you create them.

Click the **Custom** button and the **Add Report** button to open the Custom Report Configurator for you to name and build the parameters of your new custom report. You can add multiple filters using the **Filter by** drop down that contains available data fields, such as Case Number, Case Delivered Date, Report Level, etc. The filters that appear in the drop-down are dynamic based on your selection in the **Search for** field.



You can set the condition for the filter to narrow down results using options such as Contains, Less Than, Equal To, or Not Equal To. Use the **Add Filter** button to create additional conditions to your query. Use the **Generate** button to view the results of the query.

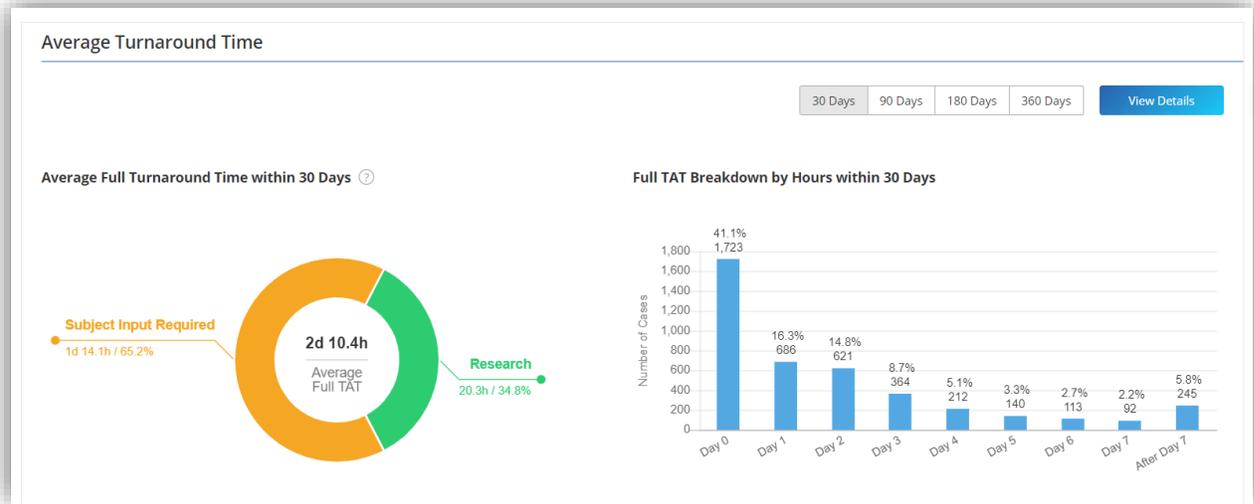


## TURNAROUND TIME (TAT) GRAPHIC MODULES

Graphic Turnaround Time (TAT) displays are available which provide a total average of how long cases take to process within the last 30 days. The **Average Turnaround Time Pie Chart** shows the average time cases are:

- Pending response from the subject (**Orange**);
- Pending client input (**Red**); and
- Truescreen research time (**Green**).

The **Full Turnaround Time (TAT)** bar chart illustrates average caseload TAT by hour and day. Both graphs update real-time when you refresh the screen and provide the ability to filter by 30 days, 90 days, 180 days, or 360 days.



## MANAGING YOUR ORGANIZATION TRUESCREEN ACCOUNT

The following are important steps for managing your organization’s Truescreen account:

- Update your grant number and grant end date when it expires by emailing [mcarnation@truescreen.com](mailto:mcarnation@truescreen.com). You do not need to create a new account when the same project continues with a new grant number.
  - Please note that this information is provided because Truescreen FBI check services are only for current grant recipients. A few weeks before the reported grant end date you will receive an email from Truescreen asking for an updated grant end date/performance period end date. If you do not provide updated information, Truescreen will consider your grant closed and will remove the FBI check option from your organization account. If needed, contact [mcarnation@truescreen.com](mailto:mcarnation@truescreen.com) with updated grant information to re-activate the FBI check option in your account. Allow up to five business days for the FBI check option to re-appear.
- Update your primary contact if it changes by emailing Truescreen at [requester@truescreen.com](mailto:requester@truescreen.com). The primary contact is designated at account setup.
- Each staff member must have their own user login. Do not log in using someone else’s credentials.
- To add new staff users to the account, an existing user must email Truescreen at [requester@truescreen.com](mailto:requester@truescreen.com). It is very important to ensure continuity of account access during staff transition. AmeriCorps recommends establishing at least two staff users to prevent access barriers and recording which staff have access in your NSCHC policies.

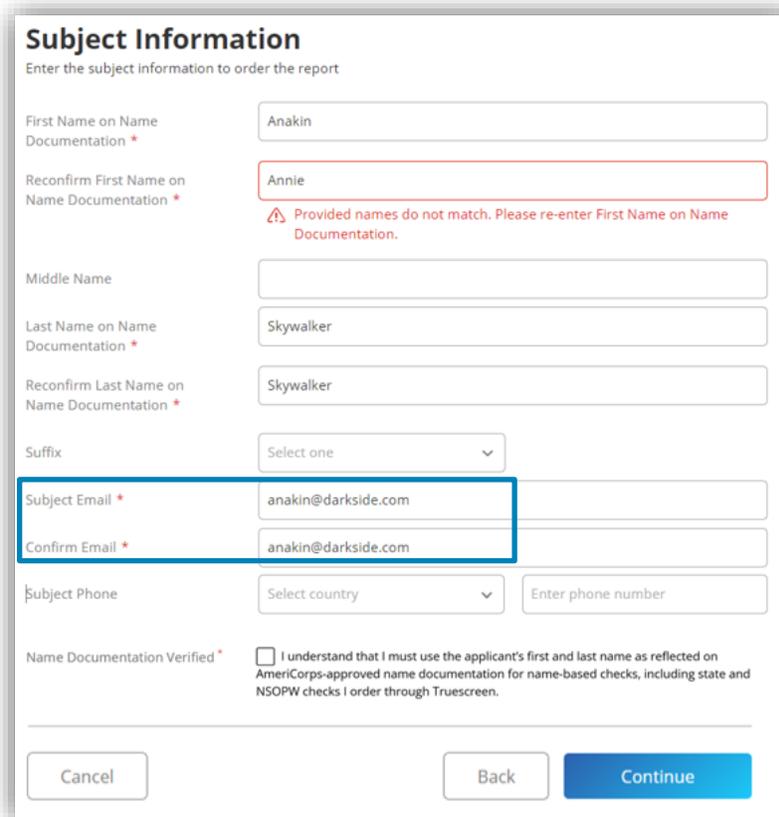
## ASSISTING APPLICANTS WITHOUT EMAIL ADDRESSES

Truescreen and Fieldprint include online components that require applicants to enter information and sign consent forms electronically. In addition, the applicant must use a unique email address to create a Fieldprint account to schedule FBI check fingerprinting. You may **not** reuse the same email address multiple times to create **Fieldprint** accounts for your applicants. This is due to consumer protections around privacy and consent for fingerprint information. Grant recipient or program staff (“you”) may assist applicants to complete their Truescreen and Fieldprint checks. Use these instructions along with the Truescreen AmeriCorps Applicant Guide to assist applicants when needed.

### Ordering Checks through Truescreen

You may use a centralized organization or staff email to receive the applicant invitation when starting check orders in Truescreen. The applicant must be present when you open the invitation email to complete their part.

1. When starting the check order in Truescreen, you may enter an organization email for the applicant on the Subject Information page, shown below. The email inviting the applicant to complete their part will be sent to that email address.



**Subject Information**  
Enter the subject information to order the report

First Name on Name Documentation \*

Reconfirm First Name on Name Documentation \*   
⚠ Provided names do not match. Please re-enter First Name on Name Documentation.

Middle Name

Last Name on Name Documentation \*

Reconfirm Last Name on Name Documentation \*

Suffix

Subject Email \*

Confirm Email \*

Subject Phone

Name Documentation Verified \*  I understand that I must use the applicant's first and last name as reflected on AmeriCorps-approved name documentation for name-based checks, including state and NSOPW checks I order through Truescreen.

This allows you to initiate the check order without an applicant email address and save time for when the applicant is present. And, you will receive any notifications about issues with

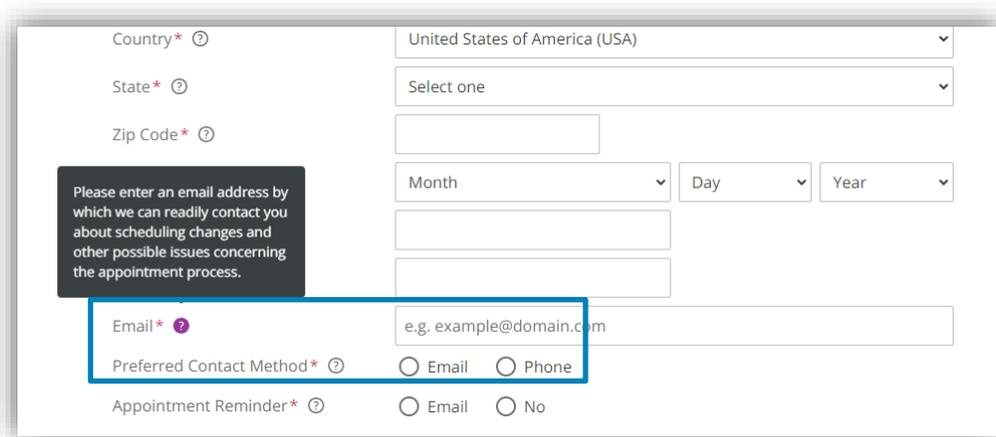
the state check, if ordered. You may start the check order without the applicant present as long as you have taken their first and last name from an allowable name document. **The applicant must be present to complete their part of the application.**

2. Meet with the applicant to complete their part, **starting with Step 1 of the Truescreen AmeriCorps Applicant Guide**. Locate the Truescreen application invitation email for the applicant. Important: if you send all applicant invites to the same email address, be sure you open the correct email invitation. Completing an order for the wrong person than is on the application will result in a noncompliant check.

### Scheduling Fingerprint Appointments through Fieldprint

You may **NOT** reuse a centralized organization or staff email to create Fieldprint accounts for applicants. Again, this is due to consumer protections around privacy and consent for fingerprint information. Applicants must use a unique email address to set up a user account with Fieldprint before scheduling their fingerprint appointment. Applicants may use a family member's email address for this purpose. Then, once their Fieldprint user account is setup, they can list an organization or staff email as the preferred contact, as described below.

1. If the applicant does not have an email account, you can assist them to create one. Or, they can use a family member's email address as long as they can access the email account or the family member can relay information to them when the sign-on confirmation email is sent. This email is only needed to setup the fingerprinting appointment. If you list an organization email as the preferred contact during scheduling (see step 3 below), the applicant will not need to return to this email account later unless changes need to be made to their appointment or they need to be reprinted. If they created an email account for this purpose, they may deactivate the email account after the Fieldprint check result is completed.
2. Once the applicant has an email account (or has coordinated a family member's email address), assist them to schedule the fingerprinting. With the applicant present, visit <https://schedule.fieldprint.com> and click "Sign Up" to create the applicant's account as a New User. **Proceed from Step 3 of the Truescreen AmeriCorps Applicant Guide.**
3. On the Personal Information page, the applicant may enter an organization or staff email address or phone number as the preferred contact. This will allow you to receive updates about the appointment on behalf of the applicant and prevent the applicant from needing to check their email for appointment changes.



The screenshot shows a registration form with the following fields:

- Country\* (USA)
- State\* (Select one)
- Zip Code\* (text input)
- Month, Day, Year (dropdowns)
- Email\* (e.g. example@domain.com) - This field is highlighted with a blue box and has a callout box that reads: "Please enter an email address by which we can readily contact you about scheduling changes and other possible issues concerning the appointment process."
- Preferred Contact Method\* (Radio buttons for Email and Phone)
- Appointment Reminder\* (Radio buttons for Email and No)

4. At the end of the process, print the Confirmation Page. The applicant should take the Confirmation Page with them to their fingerprinting appointment, along with two forms of identification.

## FREQUENTLY ASKED QUESTIONS (FAQs)

Please see the FAQ section in the **Using AmeriCorps Approved Vendor Truescreen Manual** and the **Truescreen AmeriCorps Applicant FAQs**, both found on the [NSCHC webpage](#).

For technical support, contact [AmeriCorpsSupport@truescreen.com](mailto:AmeriCorpsSupport@truescreen.com).