



www.StarSystemsSolutions.com

248.669.4000

Star Systems | *StarSolutions* Website User Guide

Table of Contents

Topic	Page
Connecting with Star Systems Client Support Contact Information	3
Logging In	4
Dashboard Overview	6
Creating a New Profile Placing a New Background or Drug Test Order	8
Creating a New Applicant Request	13
Accessing Completed Reports	24
Adverse Action Fulfillment Tool	25
Drug Testing Paperless Web CCF	27
Frequently Asked Questions	31

Welcome to Star Systems!

We developed this User Guide to assist you with your employee screening program and our web portal, *StarSolutions*. Before we get started with the web portal user guide, here are a few important items to assist you with your program.

Your Dedicated Customer Service Team:

Phone: 248.669.4000

Email: CustomerService@StarSystemsSolutions.com

You can contact our Customer Service Team for any reason including:

- Account Information
- Changes to your Account
- Fee Schedule / Invoice Clarification
- Reporting Protocol
- Service Issues
- Supply Orders
- Training
- Technical Concerns
- Turnaround Time

Our Website Address is:

www.StarSystemsSolutions.com

Now that you have all the important contact information, you are ready to begin use of our web portal.

Logging In

To get started, go to our website address:

www.StarSystemsSolutions.com

Once you see the screen below, click on the login button at the top right corner of the screen.

star systems solutions

Call Us: 248.669.4000
Forgot Password?

Login

ABOUT STAR | SOLUTIONS | RESOURCES | CONTACT US

We are the solution.

News and Alerts:

- 09.02.2016 Star Systems Solutions Labor Day Closures [Read Article](#)
- 08.25.2016 Star Systems Solutions Benefits of Implementing a Background Investigation Policy [Read Article](#)
- 08.12.2016 Star Systems Solutions DEA Declines to Reschedule Marijuana [Read Article](#)

Introducing ClearID On-The-Spot-Screening

ClearID and ClearContact make it easy to verify and manage your contract workers. The new suite pairs facial recognition

Enter Your Login ID, Password and Click Login:

Account Login

Username:

Password:

Remember Username

Login

[Forgot Password?](#)

About Passwords

If you ever have to create a new password, here is the criteria for doing so. Passwords must be:

- At least 8 characters long
- At least 1 UPPER CASE letter
- At least 1 lowercase letter
- At least 1 number
- At least 1 symbol (!, @, #, etc.)

About Your Customer Home Page

When you log into the secure *StarSolutions* web portal, you will be directed to your Customer Home Page. The tabs at the top of the site will provide different menus and functionality.




Navigating the Customer Page

Your Navigation Menu options are as follows:

Home	Provides access to bulletins and additional help options
Dashboard	Displays your account activity and profile status
Create	Allows you to create a new profile or an applicant request
View	Gives you access to your folders that contain profiles with a specific status
Reports	Gives your access to reports specific to your account

Using the Search Feature

The search feature (located in the top right corner of the site) allows you to “search” your account records for an applicant profile.

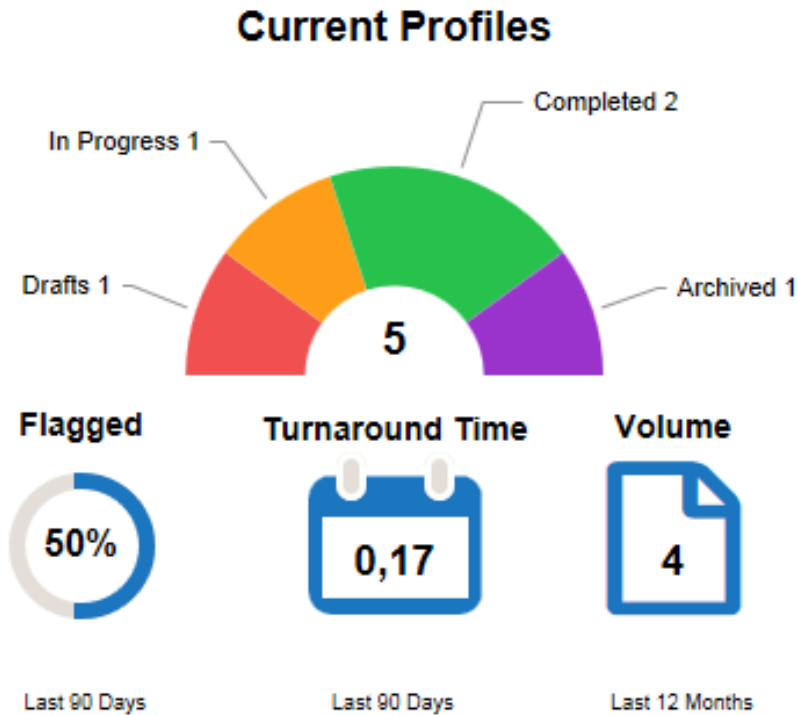
Enter your required search data in the search field. Select the search parameter (exact, stored or highlighted), then click on the search icon .



Customer Dashboard Overview

The Dashboard gives you instant access to the status of your current profiles and revolutionizes profile sorting for a user-friendly experience aimed at boosting efficiency.

Current Profiles Interactive Diagram



Navigate to different folders to view your applicant profiles by clicking on the half-circle graph.

Current Profiles

Completed

Completed: All

Search for All Fields contains

Print w/ Comments
 Sort By:
 Desc
 Then:
 Desc
 Profiles per page: | [Reload](#) | [Back](#) | [Next](#)

Folder:

	Profile #	Name	SSN/ID	Status	Folder
<input type="checkbox"/>	2016100742517433	Mickey N/A Mouse	111-11-1111	Completed	
<input type="checkbox"/>	2016100655508147	John M Consumer	123-12-1234	Completed	

On the left side of the Dashboard, you will find the following:

The Dashboard gives you instant access to the status of your current profiles and revolutionizes profile sorting for a user-friendly experience aimed at boosting efficiency.

Current Profile Your total number of current profiles is represented here as a half-circle graph, broken down by Drafts, In Progress, Completed or Archived. Stored profiles are not included in this graph.

Flagged Indicates the ratio of profiles created to those flagged within the last 90 days. This is a rolling calculation encompassing 90 days, preceding and including the current date including holidays and weekends.

Turnaround Time Displays the average turnaround time for profiles created within the last 90 days.
Volume Provides the total number of current profiles created within the last 12 months. This is also a rolling calculation that encompasses 12 months, preceding and including the current date, including holidays and weekends.

On the right side of the Dashboard, you will find the following:

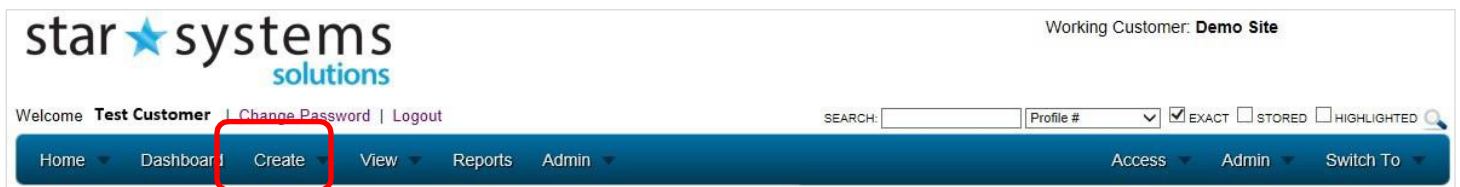
In Progress Your total number of profiles in Progress is represented here as a bar graph, broken down by All, Status Detail, Service Alerts, In Review, Flagged, Having Docs, and Highlighted. Stored profiles are not included in this graph.

Note: The graphs default to display details of profiles In Progress. Each section of the half-circle graph can be selected to display that section's details in the bar graph. Selecting any section of the half-circle graph or bar graph will display a list of corresponding profiles below the Dashboard.

Creating a New Profile

To Start a New Profile:

1. Select the CREATE tab



2. Select A NEW PROFILE

The screenshot shows the Star Systems Solutions dashboard. At the top left is the logo "star systems solutions". To the right, it says "Working Customer: Demo Site". Below the logo, there's a welcome message "Welcome Test Customer" and links for "Change Password" and "Logout". A search bar is present with "SEARCH:" and a dropdown for "Profile #". There are checkboxes for "EXACT", "STORED", and "HIGHLIGHTED". A navigation bar contains "Home", "Dashboard", "Create", "View", "Reports", and "Admin". The "Create" menu is open, showing "A New Profile" (highlighted with a red box) and "A New Import". Below the navigation bar, there's a "Recent Profiles" section and a "files" section with a progress bar labeled "In Progress" showing "All" and a value of "1".

3. The Manual Data Entry Screen Opens (as seen below).

- Applicant Information

First Name: * Middle: Last Name: * Suffix: *
SSN: * Validate U.S. SSN: Validate SSN Birth Date: *
Address1: Address2: State: -Please Select- Zip: County:
City: Position:
Email Address: Highlighted:
Acct. Code: Folder: [All Profiles] Comments:
Comments:

- Other Names: 0

First Name	Middle Name	Last Name	Suffix	Type
				Alias

- Other Addresses: 0

Address1	Address2	City	State	Zip	County	From	To
			AK				

- Available Services To Order

- Nationwide Criminal
- Education: Verification
- WebCCF Drug Test - 5 Panel Urine

4. Enter all Applicant Information

Enter the applicant information and use the tab button on your keyboard to advance to the next field. This will auto-format the fields. Required fields are identified with a (*).

Please provide as much information as possible.

- Applicant Information			
First Name: *	Middle:	Last Name: *	Suffix:
SSN: *	Validate U.S SSN: <input checked="" type="checkbox"/> Validate SSN	Birth Date: *	
Address1:	Address2:	Zip:	County:
City:	State: -Please Select-	Position:	
Email Address:		Highlighted: <input type="checkbox"/>	
Acct. Code:			
Folder: [All Profiles] ↓			
Comments:			

5. Other Names

Enter other names provided by the applicant, such as an alias or maiden name. Click the INSERT button to add this information to the profile. Note: Depending on your package, other or alias names are considered a separate search at courthouses and other entities and may result in additional fees.

- Other Names: 0				
First Name	Middle Name	Last Name	Suffix	Type
				Alias ↓
				Insert

6. Other Addresses

Enter other addresses provided by the applicant. Click the INSERT button to add them to the profile.

- Other Addresses: 0							
Address1	Address2	City	State	Zip	County	From	To
			AK ↓				
							Insert

7. Available Services to Order

Select the services you would like to run on this profile by selecting the boxes to the left of the desired service(s).

- Available Services To Order
<input type="checkbox"/> Nationwide Criminal
<input type="checkbox"/> Education: Verification
<input type="checkbox"/> WebCCF Drug Test - 5 Panel Urine

8. Creating Your Draft

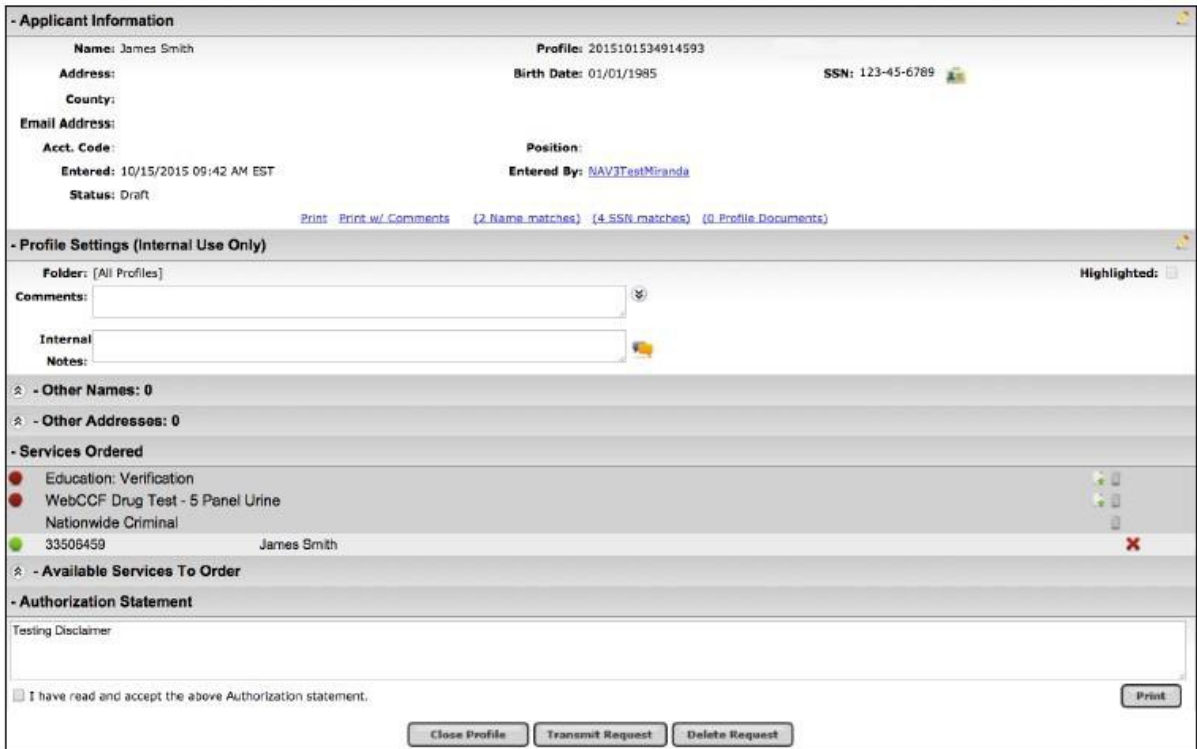
Once all information and services have been added, the Draft Profile is ready to be created. Click the CREATE DRAFT button.





9. Draft Profiles

In the DRAFT status, the Profile, including services/orders, can still be edited. Once the Profile is transmitted, you will no longer be able to edit the information. You can find Draft Profiles in the DRAFTS folder.

To edit profile information, click the pencil icon to re-open the entryfields. 

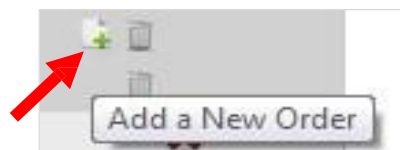


Service Icons Overview

-  **Green Dot** A green dot icon indicates the order is ready to be transmitted.
-  **Red Dot** A red dot indicates the service has been added, but no orders have been added for the service.

10. Adding a New Order to a Service

To add a new order to a service, click as seen below:



Once the order has been added, a green dot will accompany the service and the information entered will be populated in the services grid.

The trash can icon allows you to delete services from the profile.

Adding Profile Documents

Adding a signed Disclosure and Authorization Form is required in order to transmit a Profile online. The steps are as follows:

11. Click on PROFILE DOCUMENTS

This can be found in Applicant Information Section

12. Click UPLOAD NEW DOCUMENT

Choose the file you wish to upload from your computer.

- Applicant Information			
Name: Test Test Test	Profile: 2016101255268127		
Address:	Birth Date: 09/13/1979	SSN: 123-45-6789	
County:	Gender:		
Email Address:	Phone No.: (248) 669-4000		
Acct. Code:	Position:		
Entered: 10/12/2016 03:21 PM EST	Entered By: Kristina.Zielinski		
Status: Draft			
Print Print w/ Comments (0 Profile Documents)			
- Profile Settings (Internal Use Only)			

13. Provide a Description

Choose a name for the document you are uploading. (You also have the option to designate it for Internal Use Only or to Copy to All Orders). Once complete, click the SUBMIT button.

Upload New Document

Document To Upload: [Choose File](#) No file chosen

Description:

Internal Use Only

Copy To All Orders

Copy to selected order(s):

[Submit](#) [Close](#)

- Applicant Information				
Name: James Smith	Profile: 2015101534914593			
Address:	Birth Date: 01/01/1985	SSN: 123-45-6789	Acct. Code:	
Entered: 10/15/2015 09:42 AM EST	Entered By: NAV3TestMiranda			
Status: Draft				
Upload New Document				
- Attached Documents				
Document Name	Description	Date Added	Added By	Activities
CS Employment Background Check Disclosure and Authorization 20150915.docx	Disclosure and Authorization	10/15/2015	NAV3TestMiranda	
Close				

14. Download the File

Once uploaded, download the file by clicking the RED DOWN ARROW (as seen above).

15. Accept Authorization Statement

Once all profile information is entered, ensure you read and agree to the Authorization Statement, then check the box indicating you accept the Authorization Statement.

- Authorization Statement

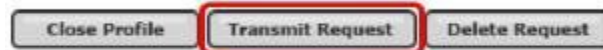
Testing Disclaimer

I have read and accept the above Authorization statement.

Print

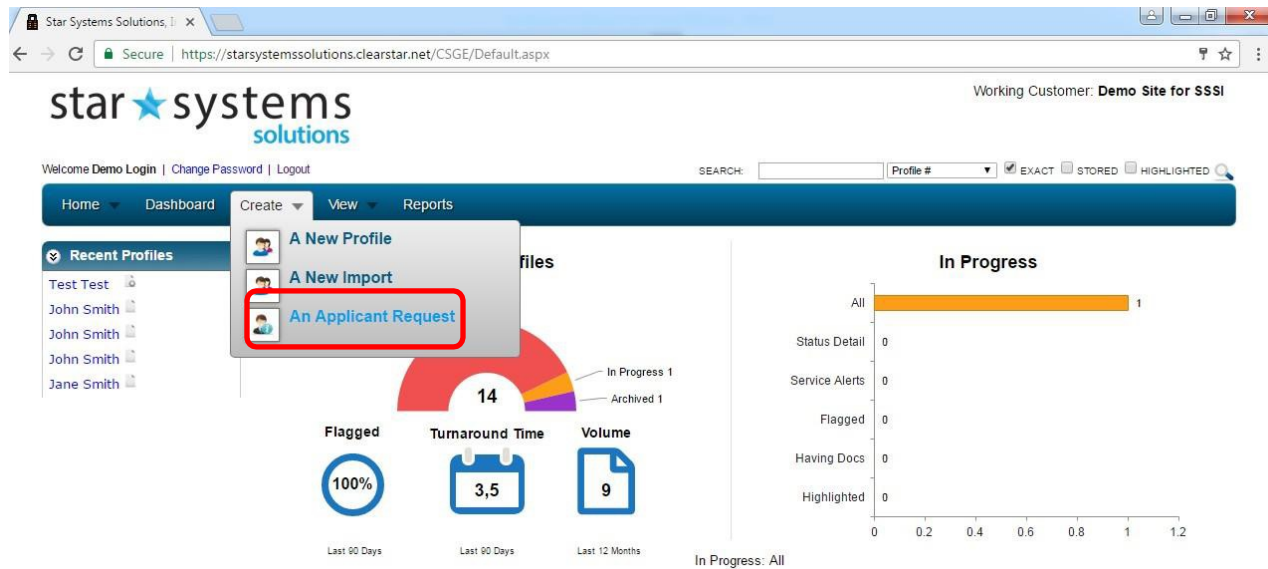
16. Transmit the Request

Click the TRANSMIT REQUEST button, which will move the profile from Draft status to In Progress status.



Creating a New Applicant Request

If you would like to use our alternate ordering option, where the applicant is sent a link and completes his/her own personal information online, use the Applicant Request method. To create a new applicant request, go to the CREATE tab and down to Applicant Request



1. Enter Minimum Applicant Information

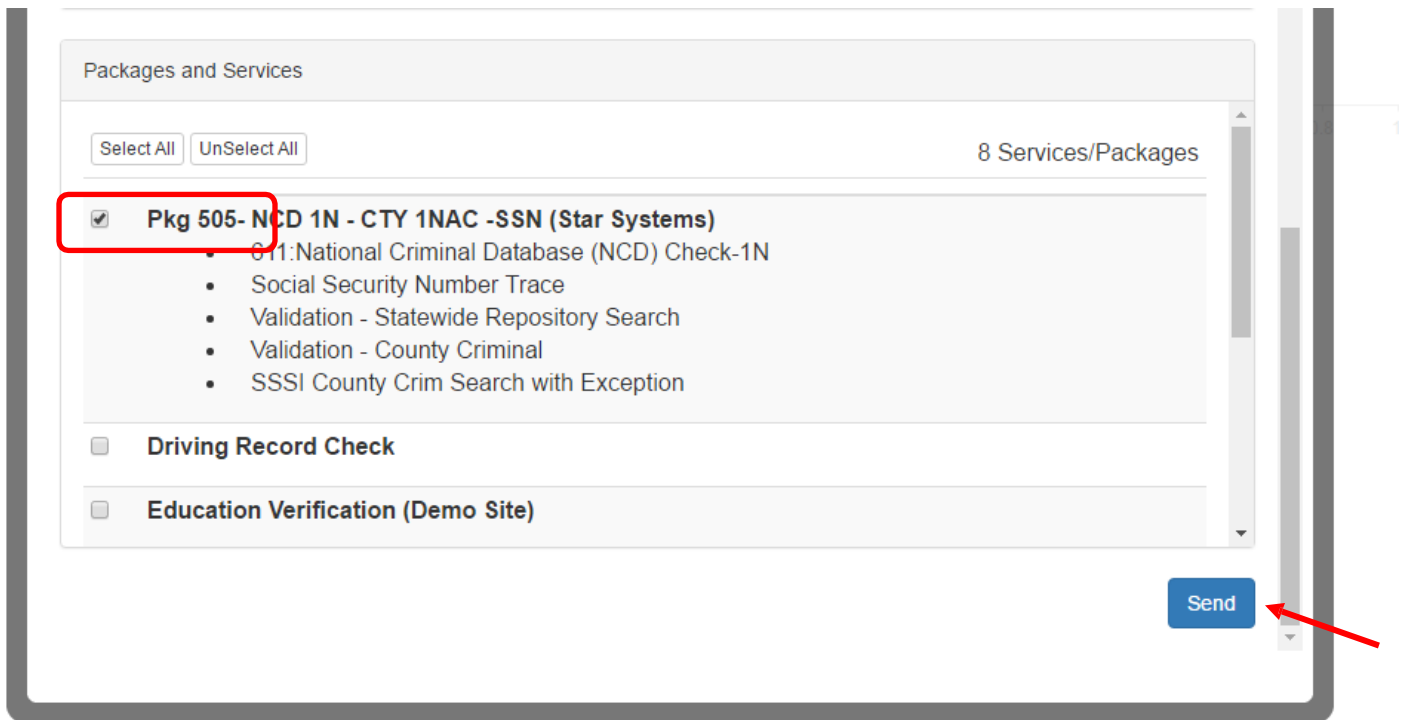
You will be prompted to enter a few pieces of information in the form as seen below.

The 'Send Request' form is shown. It includes a 'Customer' section with a dropdown menu showing 'Demo Site for SSSI - SSSI_00002'. Below that is a 'Batch Import' section with a 'Choose File' button. The 'Applicant Details' section has three text input fields: 'First Name *', 'Middle Name', and 'Last Name *'. The asterisk indicates required fields.

*Required Fields on this form are identified with an * and include the following:
First Name, Last Name, Email Address and Phone Number*

2. Select Products to be Performed

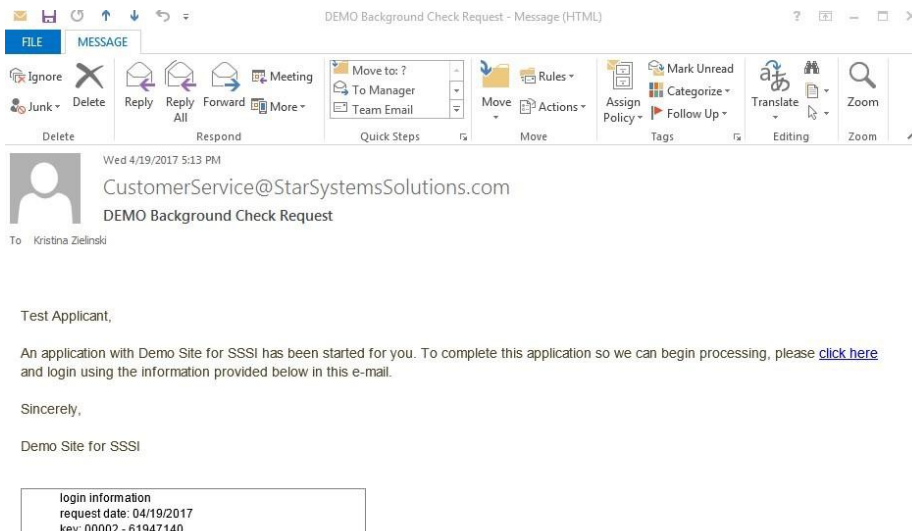
Once you have entered all the applicant details, select the products you wish to order for the applicant as seen in the sample below:



Once you have selected all of the products you wish to order, click on the SEND button as identified with an arrow above.

3. Applicant Receives Email

At this point, an email will be sent to the applicant containing a link instructing the applicant to complete the background and/or drug screen application. The email will look similar to the following sample:



4. Applicant Begins Applicant Entry Process

Once the applicant clicks on the link, they will be prompted to review the Summary of Rights. They must scroll through and review the entire summary of rights before they can proceed with clicking the box to accept the terms and conditions listed above.

Home

Step 1 of 5: Enter Information

Basic Information required fields are denoted with an asterisk (*)

Please read and accept the terms below

Para informacion en espanol, visite www.consumerfinance.gov/learnmore o escribe a la Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.

A Summary of Your Rights Under the Fair Credit Reporting Act

The federal Fair Credit Reporting Act (FCRA) promotes the accuracy, fairness, and privacy of information in the files of consumer reporting agencies. There are many types of consumer reporting agencies, including credit bureaus and specialty agencies (such as agencies that sell information about check writing histories, medical records, and rental history records). Here is a summary of your major rights under the FCRA. **For more information, including information about additional rights, go to www.consumerfinance.gov/learnmore or write to: Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.**

- You must be told if information in your file has been used against you.** Anyone who uses a credit report or another type of consumer report to deny your application for credit, insurance, or employment - or to take another adverse action against you - must tell you, and must give you the name, address, and phone number of the agency that provided the information.

If you can't see the documents above please click on the following links:
[FCRA Summary of Rights HTML.html](#)

I accept the terms and conditions listed above.
Entire document must be reviewed prior to accepting.

OK CANCEL

I agree to the above statement Print Authorization

SUBMIT CANCEL

Star System Solutions, Inc.

Once this is complete, the applicant clicks OK and proceeds with completing the Basic Information section of the Applicant Request.

Step 1 of 5: Enter Information

Basic Information

required fields are denoted with an asterisk (*)

First Name	Middle Name	Last Name	Suffix	Phone
<input type="text" value="Test"/>	<input type="text"/> *	<input type="text" value="Applicant"/>	<input type="text"/>	<input type="text" value="(248) 669-4000"/>
E-mail	<input type="checkbox"/> I do not have a Middle Name	DOB		
<input type="text" value="KristinaZielinski@"/>	SSN	<input type="text"/> *		

Current Address

Country	Street Address	Address 2	City	State
<input type="text" value="USA"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Zip code	Date Moved In			
<input type="text"/>	<input type="text"/>			

Authorization

CLIENT USING CLEARSTAR/STAR SYSTEMS PLATFORM

Client represents, certifies and warrants that it is hereby ordering a background check for employment screening purposes only (Federal Fair Credit Reporting Act Section 604(a)(3)(B)), including evaluating a consumer for employment, promotion, reassignment or retention as an employee, agent, contractor or volunteer where the consumer has given prior written authorization to do so.

Client Certification – Prior to Ordering Background Screening Report

 I agree to the above statement[Print Authorization](#)

SUBMIT

CANCEL

The applicant will proceed with submitting his/her middle name, SSN, DOB and current address information. They will then be required to accept the Authorization and hit the SUBMIT button.

5. Applicant Sets Up Paperless Drug Screen (if ordered initially)

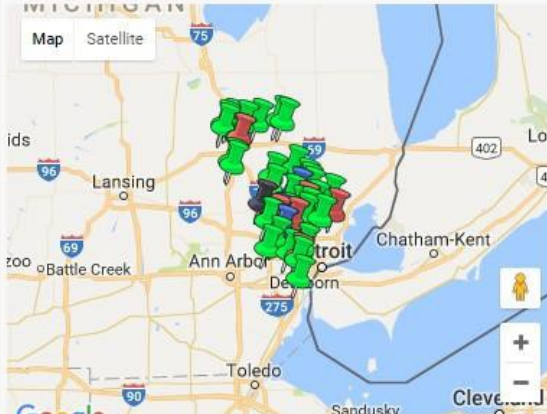
If your original request includes a paperless drug screen, the applicant will be presented with a map and a list of in Network and Out of Network locations to choose from for their drug test as seen below:

Step 2 of 5: Order Drug Test

- 1 Enter Zip Code and Pick Site
- 2 Enter your contact info
- 3 Confirmation

Choose a Test Site

Panel Name: 5 Panel + Exp OPI
Zip Code: 48390 Distance: 35 Find Sites



In Network Sites

Address	Distance	Lab
<input checked="" type="checkbox"/> 40015 Grand River Rd Ste 115 Novi, MI 48375 (248) 437-1037	6.3	Quest
<input type="checkbox"/> 28595 ORCHARD LAKE RD, SUITE 103 FARMINGTON HILLS, MI 48334 (248) 553-0249	7.1	LabCorp
<input type="checkbox"/> 6620 Highland Rd Ste 200 Waterford, MI 48327 (248) 222-2000	7.8	Quest

Out of Network Sites (Additional fees WILL apply)

Address	Distance	Lab
<input type="checkbox"/> 27620 Farmington Rd Ste B2 Farmington Hills, MI 48334 (248) 579-6814	7.2	Quest 3rd Party
<input type="checkbox"/> 24901 Northwestern Hwy Ste 304 Southfield, MI 48075 (248) 569-5042	13.5	Quest 3rd Party
<input type="checkbox"/> 1050 Wilshire Dr ste 105 Troy, MI 48084 (248) 222-2000	15.6	Quest 3rd Party

Use paper process

Previous **Next** Continue

CANCEL

Once the applicant chooses a collection facility, they will click the NEXT button to proceed to the next step in the paperless registration process.

6. Applicant Confirms all Drug Testing Information

Once the applicant confirms all drug testing information is correct as entered, they will click the NEXT button to proceed to the final step in the paperless registration process.

Home

Step 2 of 5: Order Drug Test

- 1 Enter Zip Code and Pick Site
- 2 Enter your contact info
- 3 Confirmation

Enter Donor Information

Panel Name: 5 Panel + Exp OPI
Lab Name: Quest
Collection Site: 40015 Grand River Rd Ste 115, Novi, MI 48375 (248) 427-1037

About the Donor

First name: Test
Middle name:
Last name: Applicant
Suffix:
Address: 780 Welch
Apt/Ste:
City: Commerce Twp
State: MI
Zip: 48390
ID #: 123456789
Date of Birth: 09/01/1970
Gender: Not Identified

Contact Information

E-mail: Kristina.Zielinski@StarSystemsSolutions.
Daytime Phone: (248) 669-4000
Evening phone: (248) 669-4000 Same as daytime phone

Previous **Next** **Continue**

CANCEL

7. Applicant Receives Confirmation of the Paperless Registration

The final step in the paperless registration process is a confirmation page; which confirms successful submission of the paperless registration request.

Home

Step 2 of 5: Order Drug Test

- 1 Enter Zip Code and Pick Site
- 2 Enter your contact info
- 3 Confirmation

Confirmation

Panel Name: 5 Panel + Exp OPI
Lab Name: Quest
Collection Site: 40015 Grand River Rd Ste 115, Novi, MI 48375 (248) 427-1037
Donor information: Test Applicant
780 Welch, Commerce Twp, MI,
48390
Commerce Twp
123456789
09/01/1970
notidentified
KristinaZielinski@StarSystemsSolutions.com
(248) 669-4000
(248) 669-4000

[Previous](#) [Next](#) [Continue](#)

CANCEL

8. Applicant Completes Disclosure and Consent Form

The applicant will be required to review the consent in its entirety, electronically sign, type their full name and then click the CONTINUE button.

Home

Step 3 of 5: Documents

DISCLOSURE AND AUTHORIZATION

- (e) The age of the person at the time of occurrence of the criminal offense or offenses.
- (f) The seriousness of the offense or offenses.
- (g) Any information produced by the person, or produced on his behalf, in regard to his rehabilitation and good conduct.
- (h) The legitimate interest of the public agency or private employer in protecting property, and the safety and welfare of specific individuals or the general public.

2. In making a determination pursuant to section seven hundred fifty-two of this chapter, the public agency or private employer shall also give consideration to a certificate of relief from disabilities or a certificate of good conduct issued to the applicant, which certificate shall create a presumption of rehabilitation in regard to the offense or offenses specified therein.

§§ 754. Written statement upon denial of license or employment. At the request of any person previously convicted of one or more criminal offenses who has been denied a license or employment, a public agency or private employer shall provide, within thirty days of a request, a written statement setting forth the reasons for such denial.

§§ 755. Enforcement.

1. In relation to actions by public agencies, the provisions of this article shall be enforceable by a proceeding brought pursuant to article seventy-eight of the civil practice law and rules.
2. In relation to actions by private employers, the provisions of this article shall be enforceable by the division of human rights pursuant to the powers and procedures set forth in article fifteen of the executive law, and, concurrently, by the New York city commission on human rights.

▶ Right to Withdraw Consent to Electronic Form

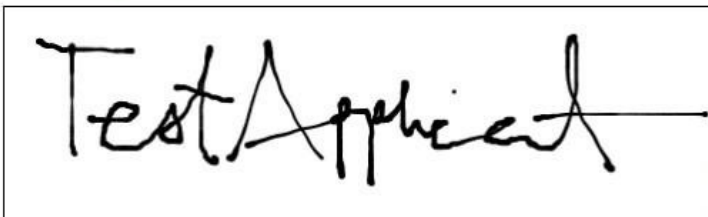
▶ Right to Enter into Documents in Non-Electronic Form

▶ Requesting a Paper Copy of My Electronic Record

▶ Resident Notices and Acknowledgements (CA, ME, MN, NY, OK, WA)

▶ Hardware and Software Requirements

Electronic Signature



Clear

Full Name:

By electronically signing this you acknowledge that your on-line consent is equivalent to a binding legal signature.

I hereby affirmatively consent to the use of the Disclosure and Authorization in an electronic format and to the use of my electronic signature to execute this electronic Disclosure and Authorization. Additionally, I acknowledge that I completed this electronic Disclosure and Authorization and read, understand, accept and agree with the attestations contained therein and adopt the letters, sounds or symbols used for my electronic signature to officially sign this electronic Disclosure and Authorization. Furthermore, the letters, sounds or symbols used for my electronic signature of this electronic Disclosure and Authorization are intended to be used as my official signature of the document and I agree to be bound by this electronically executed form as if I manually executed this electronic Disclosure and Authorization. Additionally, I represent that all of the information provided on this Disclosure and Authorization is complete and accurate.

BACK

CONTINUE

CANCEL

9. Applicant Review

Once the Consent and Disclosure is completed by the applicant, there is a final review of the information before the applicant clicks FINISH to submit their request. *Note: if changes to any information need to be made at this point the applicant can click on the EDIT button to edit their information before submitting.*

Home

Step 4 of 5: Review

Pkg 505- NCD 1N - CTY 1NAC -SSN (Star Systems): 611:National Criminal Database (NCD) Check-1N, Social Security Number Trace, + WebCCF - 5 Panel + EXP OPI

[View Details](#)

Please review the information below to ensure that it is accurate and complete. If you need to change any of the information, click the "Edit" button next to the information and make your changes on the following screens. If the application is ready, click the "Finish" button below and a confirmation e-mail will be sent to the e-mail address that you provided.

About You

 EDIT

Name	Test Applicant	Address1	780 Welch
SSN	123-45-6789	Address2	
DOB	09/01/1970	City	Commerce Twp
		State	MI
		Zip Code	48390

FINISH

CANCEL

10. Applicant Request – Final Confirmation

At the end of the Applicant Request, the applicant receives final confirmation indicating successful submission of the whole order and the documents which they can review. The applicant would then click the CLOSE button.

Step 5 of 5: Receive Confirmation

Your request was successfully submitted and a confirmation e-mail was sent to the e-mail address that you supplied.
request date: 04/20/2017

Documents to Review	
Disclosure and Authorization Registration	signed

CLOSE

11. Applicant Receives Receipt and/or Registration in Email

Once the entire order is complete, the applicant will receive an email confirmation report containing their receipt indicating the order is in processing. If a paperless drug test was requested, the registration information is sent in a separate email. The registration can be printed or the registration number can be written down.

Applicant, Test:

Your application has been received and will be processed. The details are shown in the receipt provided below. If you see any mistakes or need to make changes, please contact us using the information provided in this e-mail.

Sincerely,

Demo Site for SSSI

application - receipt

applying at -
Demo Site for SSSI
Address:
State:
City:
ZipCode:
Phone number:
Fax number:
Email:

package requested -

your information -
Applicant, Test
date of birth: 09/01/****
social security #: ***-**-6789
current address: 780 Welch, Commerce Twp, MI,
48390
Phone number: (248) 669-4000
Gender: U
Convictions:
Other Names:
Prior Addresses:

Message Documents.pdf (555 KB)

Bing Maps

+ Get more apps

Authorization Form

REGISTRATION NUMBER: 19096003



Authorization Barcode #: 19096003

Order Expiration Date/Time: 6/2/2017 6:00:00 PM EST

Employer/Contractor Information:

Demo Site for SSSI

Phone: Fax:

Medical Review Officer/Managed Service Provider:

Charles Moorefield, MD
MEDICAL REVIEW OFFICE
1990 West New Haven, #304
MELBOURNE, FL 32904
Phone#: (321)821-3383 Fax#: (321)216-3155

Test Information

Donor Information

Name: Test Applicant
ID: ****6789
Home Phone: (248) 669-4000
Work Phone: (248) 669-4000

Test Details

Reason For Test: Other
Account: 10582885

Service(s) to be Performed

Service	Laboratory	Laboratory Test
5 Panel + Exp OPI	Quest	19864N

Collection Site Information

Quest Diagnostics-Novi PSC
40015 Grand River Rd Site 115
Novi, MI 48375
Phone#: (248) 427-1037
Hours: M-Th 8:00 am-12:00 pm & 1:00 pm-4:00 pm|F 8:00 am-12:00 pm & 1:00 pm-3:00 pm; Drug Screen: M-Th 9:00 am-12:00 pm & 1:00 pm-3:00 pm|F 9:00 am-12:00 pm & 1:00 pm-2:00 pm

Accessing Completed Reports

Email Notification

Once a Profile has completed and results are posted to our web portal, you will receive an email from Star Systems. The email will contain a link, similar to the example provided below. The link allows you to view the completed report in PDF format. You will be required to login prior to viewing the report.

Status of Star Systems Solutions Background Orders

The following is a batch of 1 completed profiles from Star Systems Solutions:

Test Testing: <https://backgroundcheck/CSGE/Retrievepdf.aspx?RPTId=2015101555798740>

To view your results, please logon to the Completed Report section of the Star Systems Solutions website. If you have any questions, please call Star Systems at 248.669.4000. Thank you for using Star Systems Solutions.

Accessing Reports

To find an applicant's profile, you can use the search feature or access as specific folder through the Dashboard or the VIEW tab. Both methods will populate the profile(s).

You can print a copy of the PDF report by clicking the printer icon.

<input type="checkbox"/>	Profile #	Name	SSN/ID	Status	Folder
<input type="checkbox"/>	2015101534914593	James Smith	123-45-6789	Completed	

You can also access the PDF report by clicking on the profile to open it and clicking PRINT in the Applicant Information section.

- Applicant Information		
Name: James Smith	Profile: 2015101534914593	Total Cost: \$20.00
Address:	Birth Date: 01/01/1985	SSN: 123-45-6789 
County:		
Email Address:		
Acct. Code:	Position:	
Entered: 10/15/2015 09:45 AM EST	Entered By: NAV3TestMiranda	
Status: Completed Has Flagged Order(s)		
Print Print w/ Comments	(2 Name matches) (4 SSN matches) (1 Profile Document)	Archive Cancel Profile Notification Summarize

Adverse Action Fulfillment Tool

Adverse Action tools for reports containing derogatory information are available on the *StarSolutions* website. To use this tool, go to your completed reports list.

1. Select the Order Requiring Adverse Action

Check the order requiring adverse action by checking the box to the far left of the transaction line:

<input type="checkbox"/>	Profile #	Name	SSN/ID	Status	Folder
<input checked="" type="checkbox"/>	2015101534914593	James Smith	123-45-6789	Completed	

2. Select the Action to be Performed

Once you have checked the order requiring adverse action, go the ACTION box and select EMAIL PROFILES from the drop-down menu:



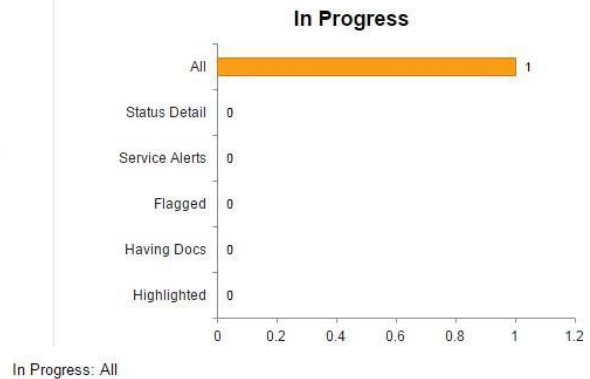
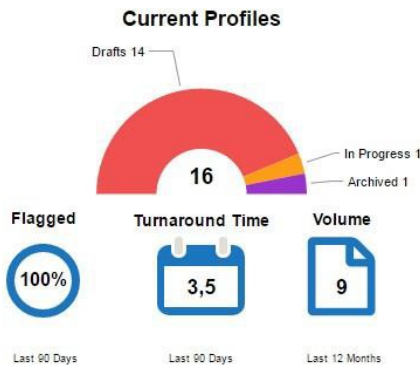
Working Customer: Demo Site for SSSI

Welcome Demo Login | Change Password | Logout

SEARCH: Profile # EXACT STORED HIGHLIGHTED

Home Dashboard Create View Reports

- Recent Profiles
- Test Test
- John Smith
- John Smith
- John Smith
- Jane Smith



Search for All Fields contains

Print w/ Comments
Folder: [All Profiles]
Action
I want to...
Remove Svc. Alert(s)
Print Profile(s)
Email Profile(s)

Sort By: Enter Date Desc Then: [Select Column] Desc Profiles per page: 25 | Reload | Back | Next Profiles 1 to 1 of 1

Name	SSN/ID	Status	Folder
Test A Test	111-11-1111	In Progress	

3. Prepare to Email the Profile with Adverse Action

If the applicants email did not automatically populate, select CUSTOM and provide the applicants email in the field provided. The fill in the SUBJECT field with the subject of your email. From here, you can choose which Adverse Action documents to attach depending on where you are in the process. Pre-Adverse Action Letters are sent initially followed by the Adverse Action Letter 5 days later. Once selected, click the SEND button. The applicant will receive notification in their email.

Email Profile(s) To:

Primary Customer Contact:

Other: Demo Login (customerservice@starsystemssolutions.com) ▼

Custom: Test.Applicant@Test.com

Applicant: Test A Test

Subject: Employment Background Investigation - Test Company

Include Pre-Adverse Action Letter

Include Service Specific Pre-Adverse Action Letter

Include Adverse Action Letter

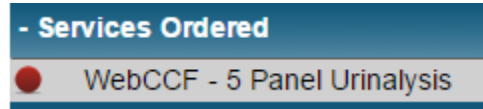
Include 613 Notice Letter

Send **Cancel**

Drug Testing – Paperless Web CCF

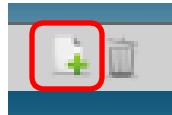
Select WebCCF Drug Screen Service

When you select the drug screen service along with your order, you will notice a red dot next to your service as seen in the diagram below.



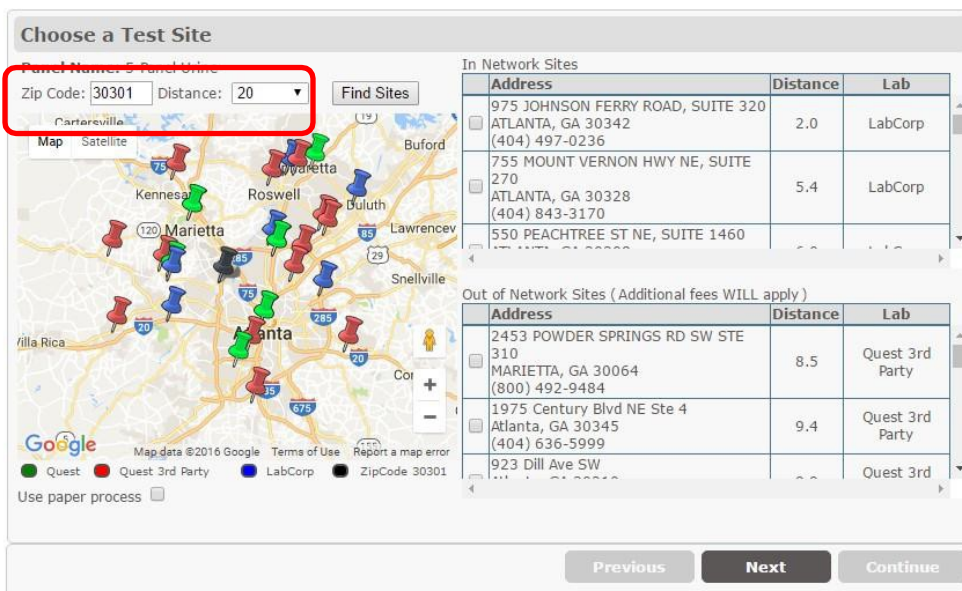
1. Generate Collection Location Map

Directly to the left of your services you will see a white piece of paper with a green plus sign, click on this. A map will populate once this has been selected.



2. Enter the Applicant's Zip Code

In the form generated with the map, enter your applicant's zip code in the ZIP CODE field and the distance in the DISTANCE field. Distance is the maximum radius in miles you would like to populate collection site options. Once you have entered the zip code and distance, click the FIND SITES button. Note: if you provided your applicants address during the creation of the draft, the zip code will automatically populate.



Choose a Test Site

Power Number: 5 Panel Urinalysis

Zip Code: 30301 Distance: 20 Find Sites

Map Satellite

In Network Sites

Address	Distance	Lab
975 JOHNSON FERRY ROAD, SUITE 320 ATLANTA, GA 30342 (404) 497-0236	2.0	LabCorp
755 MOUNT VERNON HWY NE, SUITE 270 ATLANTA, GA 30328 (404) 843-3170	5.4	LabCorp
550 PEACHTREE ST NE, SUITE 1460 ATLANTA, GA 30308	6.0	LabCorp

Out of Network Sites (Additional fees WILL apply)

Address	Distance	Lab
2453 POWDER SPRINGS RD SW STE 310 MARIETTA, GA 30064 (800) 492-9484	8.5	Quest 3rd Party
1975 Century Blvd NE Ste 4 Atlanta, GA 30345 (404) 636-5999	9.4	Quest 3rd Party
923 Dill Ave SW ATLANTA, GA 30310	10.0	Quest 3rd Party

Use paper process

Previous Next Continue

3. Select a Collection Facility

Collection facility options are noted on the map with a push pin and provided to the right of the map in list format. From the list, select the facility you wish to use by checking the box to left of the facility, then click the NEXT button.

In Network facilities provide the most cost effective options for drug testing. Out of Network facilities are the least cost effective options, as they are third party owned and will generate additional collection fees for the drug screen.

Selecting a LabCorp Patient Service Center, allows the applicant to take the registration form or number to any LabCorp facility. Selecting a Quest Diagnostics Patient Services Center allows the applicant to take the registration form or number to any Quest Diagnostics facility. Note, applicants registered at a LabCorp Facility cannot utilize their registration at Quest Diagnostics or vice versa.

Choose a Test Site

Panel Name: 5-Panel Urine
Zip Code: 30301 Distance: 20 Find Sites

Map Satellite

In Network Sites

Address	Distance	Lab
<input type="checkbox"/> 975 JOHNSON FERRY ROAD, SUITE 320 ATLANTA, GA 30342 (404) 497-0236	2.0	LabCorp
<input type="checkbox"/> 765 MOUNT VERNON HWY NE, SUITE 270 ATLANTA, GA 30328 (404) 843-3170	5.4	LabCorp
<input type="checkbox"/> 530 PEACHTREE ST NE, SUITE 1460

Out of Network Sites (Additional fees WILL apply)

Address	Distance	Lab
<input type="checkbox"/> 2453 POWDER SPRINGS RD SW STE 310 MARIETTA, GA 30064 (800) 492-9484	8.5	Quest 3rd Party
<input type="checkbox"/> 1775 Century Blvd NE Ste 4 Atlanta, GA 30345 (404) 636-5999	9.4	Quest 3rd Party
<input type="checkbox"/> 923 Dill Ave SW	...	Quest 3rd

Use paper process

Previous **Next** Continue

4. Enter Donor/Applicant Information

Information provided in the initial entry on your draft will pre-populate for this section of the drug order. Additional information required is as follows:

Gender – select the applicant’s gender from the drop down menu

Email– enter the applicants email address to ensure they receive a copy of the Registration Form to their email account

Phone – please ensure the applicants phone number is provided as this is a required field

Reason for Testing – select a reason for testing from the drop down list

Expiration of Registration– indicate the desired expiration for the drug test registration (Note: if the applicant reports to the facility after the set expiration, he or she will be turned away by the collection facility)

The screenshot shows a web form titled "Enter Donor Information". The form is divided into several sections: "Panel Name" (5-Panel Urine), "Lab Name" (LabCorp), and "Collection Site" (975 JOHNSON FERRY ROAD, SUITE 320, ATLANTA, GA 30342 (404) 497-0236). Below this is the "About the Donor" section with fields for First name (Ruby), Middle name (N/a), Last name (Red), Suffix, Address (123 Alexander St), Apt/Ste, City (Atlanta), State (GA), Zip (30301), ID # (111111111), Date of Birth (12/15/1966), and Gender (Please Select). To the right is the "Contact Information" section with fields for E-mail, Daytime Phone ((123) 456-7891), and Evening phone ((123) 456-7891) with a checkbox for "Same as daytime phone". Below that is the "Test Information" section with a Reason dropdown (Pre-Employment) and an Expires field (12/02/2016 at 06:00 PM Eastern). At the bottom of the form are three buttons: "Previous", "Next" (highlighted with a red rectangle), and "Continue".

Once all information is entered, click the NEXT button.

5. Generating Confirmation

Once you have clicked the NEXT button from the previous step, you will be provided a confirmation page. Review the information you have entered to ensure accuracy, then click on the CONTINUE button to proceed with your drug test order and email the Registration Form.

Confirmation

Panel Name: 5-Panel Urine
Lab Name: LabCorp
Collection Site: 975 JOHNSON FERRY ROAD, SUITE 320, ATLANTA, GA 30342 (404) 497-0236
Donor information: Ruby Red
123 Alexander St, Atlanta, GA,
30301
Atlanta
111111111
12/15/1966
female
test123@gmail.com
(123) 456-7891
(123) 456-7891

[Previous](#) [Next](#) [Continue](#)

6. Order Complete Indicator

Once you have clicked CONTINUE from the previous step, you will be brought back to your draft profile. You will notice the red dot once visible is now green. This means no further information is needed to order the drug screen.

7. Results

Once your applicant reports for collection, the specimen is forwarded to the testing laboratory and results will post online in the following timeframe:

Drug Screen Average Turnaround Time

Negative Results: 24-48 Hours after the specimen is received at the testing laboratory.
Positive Results: Allow an additional 24-72 hours for confirmation testing and another 24-72 hours for Medical Review.

Frequently Asked Questions

Drug Testing Program

How long does it take for drug screen results to come back?

Once a specimen is collected, it is shipped next day air to the testing laboratory for analysis. Once received at the testing laboratory, average turnaround times are as follows:

- Negative Results: Same Day-48 hours after the specimen is received at the testing laboratory.
- Positive Results: Allow an additional 24-72 hours for confirmation testing and 24-72 hours for Medical Review.

What does it mean if a drug screen comes back as Canceled?

Specimens canceled by the laboratory occur when:

- Specimen seal is not intact upon arrival at the laboratory Specimen leaked in transit
- Chain of Custody is missing information and cannot be resolved by an Affidavit Specimen has characteristics unusual for normal human urine and cannot be tested

What does it mean if a drug screen comes back as *Negative Dilute*?

To determine if a urine specimen has been diluted, laboratories use two values, specific gravity and creatinine content. Specific Gravity is the weight of the urine specimen divided by the weight of an equal volume of pure water. Creatinine is a compound that comes from the muscle tissue of humans. If a specimen is actually urine, the creatinine content will be measurable. Specimens may have low specific gravity and low creatinine levels for one or more of the following reasons:

- The donor added water to the specimen after it was voided
- The individual drank a large quantity of fluid before the collection either to dilute the urine intentionally or to satisfy thirst
- The individual has malfunctioning kidneys that cannot concentrate the urine to a normal degree Several of the aforementioned factors are relevant

Please refer to your company policy regarding handling of Negative Dilute drug screen results.

What happens if my applicant does not report for his/her drug screen before the preset expiration date and time?

Applicants who do not report for their drug screen before the preset expiration date and time will be informed by the collection facility of the expiration of their registration number. The order will be closed and flagged online as the applicant did not report in the allotted timeframe.

How can I obtain additional Chain of Custody (COC) Forms or drug testing supplies?

To order additional Chain of Custody Forms or drug testing supplies, please contact Star Systems at (248) 669-4000, CustomerService@StarSystemsSolutions.com or utilize our eSupply Order Feature on our website.

Background Investigation Program and Compliance

How can I be sure a background investigation I ordered online went through and is being processed?

All background investigations submitted online will be assigned a profile number and an order number for your records. You must transmit your order for it to be processing. Profiles in the DRAFTS section on your dashboard are not considered ordered and are not processing.

Can I cancel or change a background investigation request once I have transmitted it for processing?

It depends. At Star Systems, we make every effort to provide our clients with the quickest, most accurate results possible. The sooner we send your request out for processing to the courts or other entities involved, the sooner results will be returned. It is not always possible to discontinue or change requests where work is already started. In addition, some of our products are fulfilled within seconds of the order being transmitted. For this reason, request cancellations are not guaranteed and are handled on a case-by-case basis. It is best to contact our Client Support Team as soon as possible at 248.669.4000 or CustomerService@StarSystemsSolutions.com for assistance.

Do I still need to comply with Fair Credit Reporting Act (FCRA) guidelines if I am not ordering Credit Reports?

Yes. Although the FCRA uses the term Credit Report in many instances, it defines a consumer report as any information concerning a consumer's credit worthiness, credit standing, credit capacity, general reputation, personal characteristics, or mode of living. This means all reports provided by Star Systems are covered by FCRA.

What type of authorization do I need to obtain to conduct a background investigation on an applicant/employee?

Pursuant to FCRA guidelines, the applicant or employee must be notified in writing through a disclosure document, which informs the applicant or employee of your intent to conduct a background investigation and/or drug test as outline in your employee screening policy. The applicant must then provide his/her written authorization indicating they have consented to the screening.

What if I decide not to hire an applicant based on results from the background investigation?

If you intend to take adverse action against an applicant, please refer to the Adverse Action Requirements under FCRA. We have provided the following summary:

Pre-Adverse Action - If an employer INTENDS to take adverse action based on a report, then the employer must:

- First notify the applicant
- Provide the applicant with a copy of the report
- Provide the applicant with another copy of the Consumers Rights Statement.

Post-Adverse Action - If an employer TAKES adverse action, the employer must:

- Notify the applicant of the action (usually a decision not to offer employment). This notification can be verbal, written or delivered electronically.
- Provide a statement that the consumer-reporting agency did not make the adverse decision and cannot provide the reason for the decision.

Provide notice of the applicant's rights to obtain a free report within 60 days and to dispute the reports accuracy with the consumer-reporting agency.

My applicant/employee would like to dispute the information returned on his/her background investigation. How should I instruct him/her to proceed?

Applicants/Employees who have questions or concerns regarding the results of their background investigation should contact our Consumers Disclosure Department at connect@clearstar.net.

Does Star Systems offer International Background Investigations? If so, how can I obtain them?

Yes. Star Systems offers international background investigation services, however, not all services are offered in all countries. In addition, the cost, documentation and turnaround times associated with international requests vary widely. International background investigation services are handled on a case-by-case basis. To check availability or to order a request, please contact our Client Support Team at 248.669.4000 CustomerService@StarSystemsSolutions.com for further information.

StarSolutions Website

I have forgotten my online login password, how can I obtain or reset this?

Login passwords can be reset by selecting the FORGOT PASSWORD link on the login screen. You will be prompted to provide your User Name and Email Address. If you have forgotten your User ID, or require assistance, please contact our Client Support Team at 248.669.4000 or CustomerService@StarSystemsSolutions.com for further information.

How can I set up or deactivate an online requestor for my account or location?

Requestor setups and changes can be accepted in writing only from an authorized account contact. Please contact our Client Support Team at 248.669.4000 or CustomerSupport@StarSystemsSolutions.com for further information.

Billing and Payment Information

How and when will I be billed for services I utilize?

Star Systems invoices for services rendered monthly, typically on the first business day of each month. Invoicing options include mail or electronically (default), also known as eInvoicing.

What are Star Systems' payment terms?

Star Systems' payment terms are Net 30. To avoid potential service interruption, it is important we receive your payment timely.

What payment options are offered by Star Systems?

Star Systems accepts payments by company check. Credit Card and ACH payments are not accepted.

What is the payment remit to address for Star Systems?

Payments should be sent to:

Star Systems Solutions
1072 W. Peachtree St. #7092
Atlanta, GA 30357