

Quick Start Guide for Background Screening through C4 Operations

Informing the Candidate about the Background Screening

Quick App method

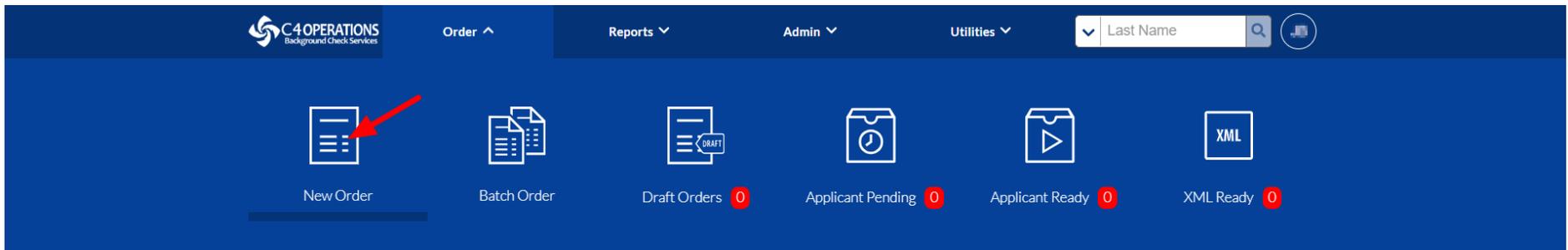
Use the [Sample Message to Background Screening Candidates](#) as a template for an email message to send to the volunteer or employee candidate prior to placing the order. The email will give them an idea of what to expect when they receive the automated message from C4 Operations.

Manual Data Entry method

Ask the candidate to complete a [Consent Form](#) and [Background Screening Information Form](#). You will need to scan the consent form to upload to the C4 Operations platform prior to submitting the order. The information form will be used to collect the basic information needed to complete the order form.

Ordering a Background Check Report

1. To initiate an order, go to Order → New Order.



2. Select the searches

- ALL candidates will need to have all of the investigative searches (County Criminal Records Search, Federal Criminal Records Search, National Criminal Database Alias Search). They have been automatically added to our package.
- **ALL candidates should have Instant Driving Records ordered** unless the person does not have a driver's license (regardless of whether they will be driving as a part of their role). In the case of no license, uncheck the Instant Driving Record box.

3. Choose the Quick App or click "Next" for manual entry.

Select Searches for Order

Iowa Extension Council - [Redacted] County

Investigative

- County Criminal Records Search
- Federal Criminal Records Search
- National Criminal Database Alias Search

Credentials

- Education Verification - Not required unless deemed necessary for the position
- Instant Driving Records

*** Requestor** (Iowa Extension Council - [Redacted] County)
[Redacted]

Cancel

QuickApp™ or Next →

Most people will NOT need to have an education verification. Regional/County Directors should make that determination during the hiring process.

Driving records should be ordered for ALL candidates who have a driver's license. Uncheck the box for candidates without a license.

Choose Quick app or select "Next" for manual entry

4. Accept the terms.

- **Note that you will need to pay for all searches ordered** – even if there are data entry errors and a complete search is unable to be run.
- You will have opportunities in the process to confirm the data before it is submitted. In the Quick App the candidate will also have the opportunity to re-check their entries. Encourage them to do so.

Certification

Please review the following and acknowledge acceptance of the terms.

By clicking Accept you are certifying that you have and will retain the applicant's authorization form and have a permissible purpose for obtaining consumer reports.

You also agree to pay for all fees associated with order and are responsible to ensure name, social security number, date of birth, and license information is correct.

******C4 Operations will not refund any fees due to data entry errors, incorrect information provided by applicant or duplicate orders******

5. Enter information in the data fields. Note that required fields are indicated by an asterisk (*).

- [Quick App](#) and [manual entry](#) instructions are available on the IECA website.
- **Tip:** Use the **Reference** field to track the type of volunteer you are screening (4-H, Master Gardener, VITA, etc.).

6. You will receive an email when the search has been completed and the report is ready (you'll find them under the Reports tab).

7. Evaluate the report findings using the [Decision-Making Matrix for C4 Pilot Counties](#) to determine acceptance or denial.

8. [Sample volunteer approval letters](#) can be used to inform volunteers of their status. If it is determined that a candidate will be denied an employment or volunteer position based on the results of their background screening report, follow the [Adverse Action Instructions](#) from C4 Operations exactly.