

Sample Message to Background Screening Candidates Prior to Ordering the Quick App Screening

The message below outlines a sample message you can send to background screening candidates prior to placing an order using C4 Operations' Quick App. This will help them anticipate what they will receive. Please customize all **yellow highlighted** fields before sending.

Dear [Name],

Before you can be approved as a volunteer or employee, you must complete a background screening through our vendor, C4 Operations. Here's what to expect:

- You'll receive an email from [COUNTY] County Extension (from automation@instascreen.net) with a link to an online questionnaire. The subject will be "Iowa Extension Council - [COUNTY] County Background Questionnaire Notification."
- The email will mention employment, but this is a standard message sent to all candidates, even for volunteers.
- You'll get email reminders every 24 hours until the questionnaire is completed. If not completed within 2 weeks, the link will expire, and a new order will be placed.
- Your Social Security number is required for identity verification and address confirmation. C4 Operations uses top-level encryption to protect your data, fully complying with the Fair Credit Reporting Act.
- The C4 platform will log you out after 15 minutes of inactivity. However, you are encouraged to close your browser tab once you have completed the questionnaire.
- The background check covers the last 7 years and includes:
 - Social Security Verification
 - County felony and misdemeanor
 - National criminal database
 - 50-state sex offender registry
 - Nationwide federal criminal search
 - Motor vehicle records

Other searches listed on the authorization forms are not part of this process. **We won't check your credit unless it's relevant to your role, and we'll inform you first.**

- When completing the form, include your middle name if you have one. If you have had an official name change, include all names used in the past 7 years.
- On the application summary screen, double-check that you have entered your information without errors before you hit the submit button. This saves us time and money.
- If you have any questions, contact me **(phone number, email)** or C4 Operations at 888-519-6283, admin@c4operations.com.