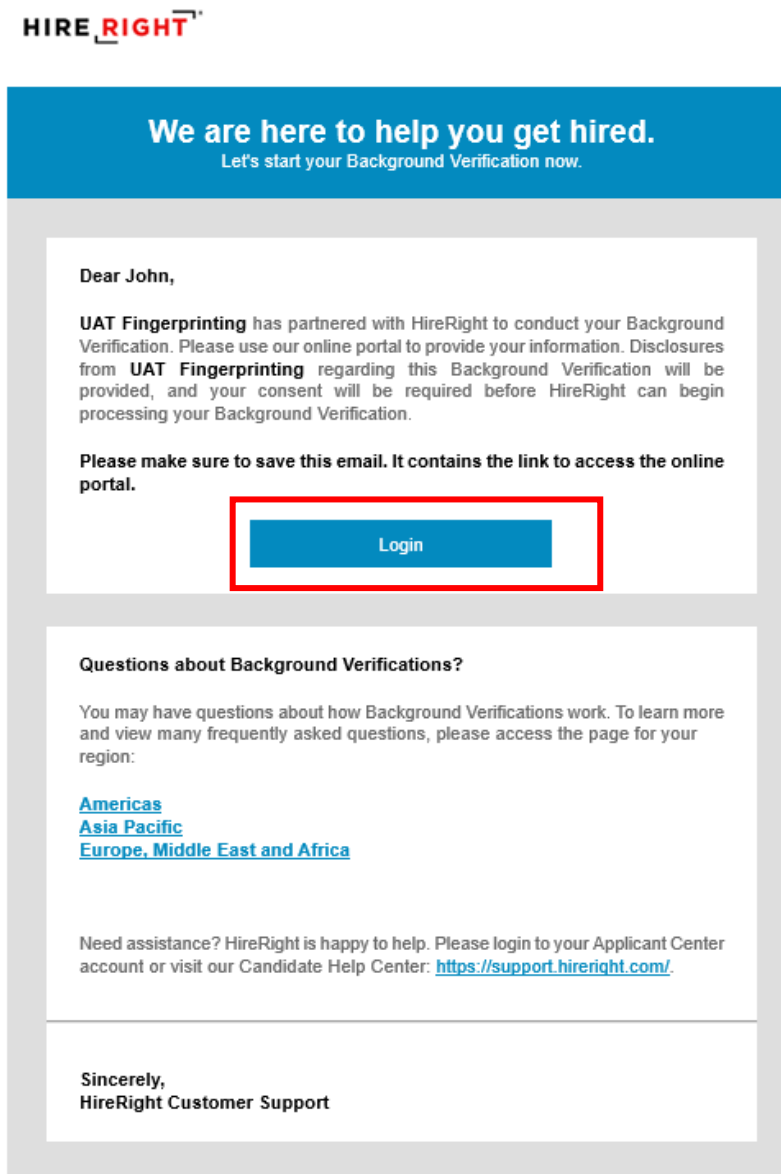


The following user guide covers the candidate experience for FBI Fingerprinting in Applicant Center and the Fingerprinting Portal.

Step 1: Completing Your Applicant Center Form

As a part of your background check, you will have received an email from noreply@hiredirect.com inviting you to submit your required information in our Applicant Center. Below is an example of the email:

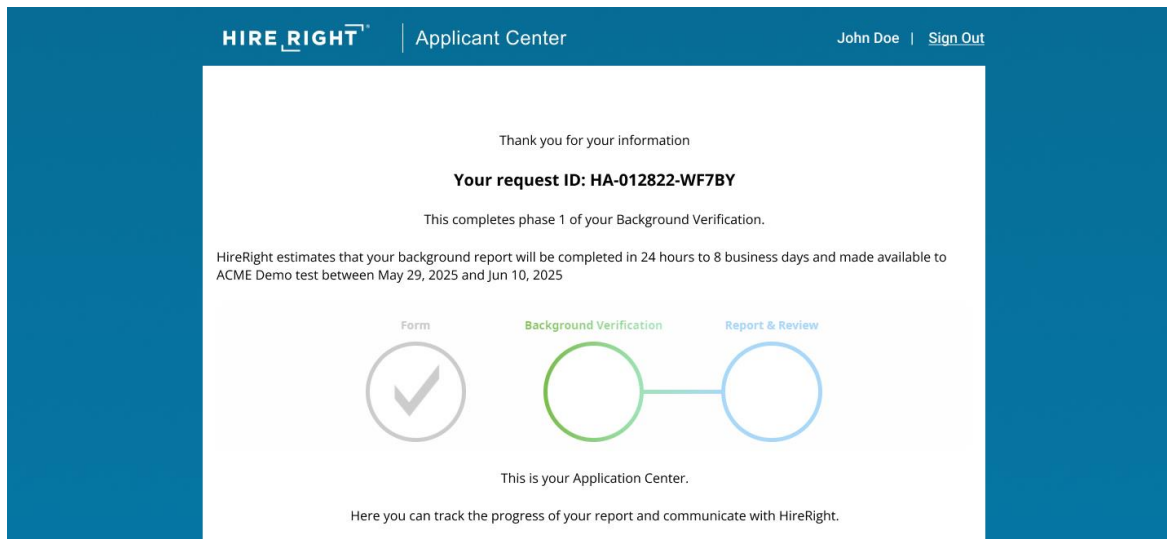


Please click on the “Login” button to access our Applicant Center. After clicking on “Login,” you will be taken to Applicant Center where you will be asked to create a new password. Follow the password creation instructions to create your new password if this is your first time logging in

Once you are logged in to Applicant Center, you will be asked to submit the information required to complete your background checks. This includes submitting personal information as well as information specific to your required

screenings. You will also be asked to review and sign screening specific consents, authorizations and disclosures. Please complete all the required forms and review your information.

After completing all the required forms and consents you will be presented with a thank you page that contains your Request ID. This page also contains the information required to complete your fingerprint capture.



For more information on navigating Applicant Center, please refer to the article found here:

<https://support.hireright.com/en-US/articles/assistance-in-navigating-applicant-center>

Step 2: Scheduling Your Fingerprinting Appointment

If your employer has elected for a Live Scan fingerprint capture, you will see a section on this page titled “Schedule Your Fingerprinting Appointment.” Click on the “Schedule My Fingerprinting Appointment” button to be taken to the fingerprinting portal where you will enter the information required for fingerprint capture, as well as schedule your fingerprinting appointment.

Schedule Your Fingerprinting Appointment

To complete your background check, you are required to complete an **in-person** fingerprint collection. To schedule a Live Scan fingerprint collection, please click on the button below.

Additional information on what to bring to the appointment will be provided in the scheduler.

If you cannot find a Live Scan fingerprint collection site near you in the scheduler, please check the box below to request a Hard Card Fingerprint Capture.

Schedule My Fingerprinting Appointment

☐ I confirm that there are no Live Scan locations near me, and I am requesting a Hard Card fingerprint capture.

Clicking on this button will take you to the fingerprinting portal where you will be prompted to select a location near you to complete your fingerprint capture.

In addition to the page in Applicant Center, you will receive an email with a link to schedule your fingerprinting appointment. You can also use that email link to access the fingerprinting scheduler.

Enter your zip code to view a list of locations within your area and select the location that is most convenient to you. Fingerprinting appointments will be on a walk-in basis, and there will not be a specific time for your fingerprinting appointment. After selecting a location, click on “Next.” If you cannot find a location within a convenient distance from you, go to the **“Requesting a Hard Card Capture”** section at the bottom of this guide.

Distance	Name	Address	City	State	Zip
2.4 mi	The UPS Store 5455	10319 WESTLAKE DR	BETHESDA	MD	20817
8.0 mi	The UPS Store 0535	4401-A CONNECTICUT AVE NW	WASHINGTON	DC	20008
8.4 mi	The UPS Store 4427	12154 DARNESTOWN RD	GAITHERSBURG	MD	20878
9.8 mi	The UPS Store 6725	9893 GEORGETOWN PIKE	GREAT FALLS	VA	22066
10.1 mi	The UPS Store 6532	2202 18Th St Nw	Washington	DC	20009
11.3 mi	VFS Global - Washington DC	1025 Vermont Ave N.W.	Washington	DC	20005
11.5 mi	Beltsville Pack and Ship	11113 Baltimore Ave	Beltsville	MD	20705
11.7 mi	The UPS Store 4602	1069 W BROAD ST	FALLS CHURCH	VA	22046
12.9 mi	The UPS Store 7109	996 MAINE AVE SW	WASHINGTON	DC	20024
13.5 mi	The UPS Store 0518	344 MAPLE AVE W	VIENNA	VA	22180-5612

You will be presented with the Privacy Act Statement page containing the FBI Applicant Right and FBI Privacy Statement. Please review the requisite disclosures and click on “Next.”

Request Your FBI Background Check

Step 2 of 6

Locations Privacy Act Statement Profile Info Address Details Disclaimer

PRIVACY ACT STATEMENT

Your fingerprints are submitted to the FBI for the purpose of obtaining a copy of your FBI Identity History Summary. This background check is for personal review or noncriminal justice purposes, such as employment, licensing, or immigration.

By proceeding, you acknowledge:

- You are submitting your own fingerprints voluntarily.
- The results of your background check will be made available to you securely through an online portal.
- You have the right to challenge or correct the information in your report by following the procedures in the [FBI Applicant Rights Brochure](#).
- If you believe your personally identifiable information (PII) has been mishandled, you have the right to report a breach directly to the FBI. Instructions are available in the [FBI Privacy Act Statement](#).

Back
Next

You will then need to enter required information on the “Profile Info” section. Please enter your personal details in this section, then click on “Next.”

Step 3 of 6

Locations Privacy Act Statement Profile Info Address Details Disclaimer

Basic Info

Are you a U.S. citizen or lawful permanent resident (green card holder)? *

☐ Yes ☐ No

First Name *

Last Name *

Middle Name

Applicant Info

Date of Birth *

Sex *

Height * Ft In

Hair Color *

Place of Birth *

Country of Citizenship *

Race *

Weight * ☒ Standard ☐ Metric Lb

Eye Color *

Social Security Number *

Additional Info

Email *

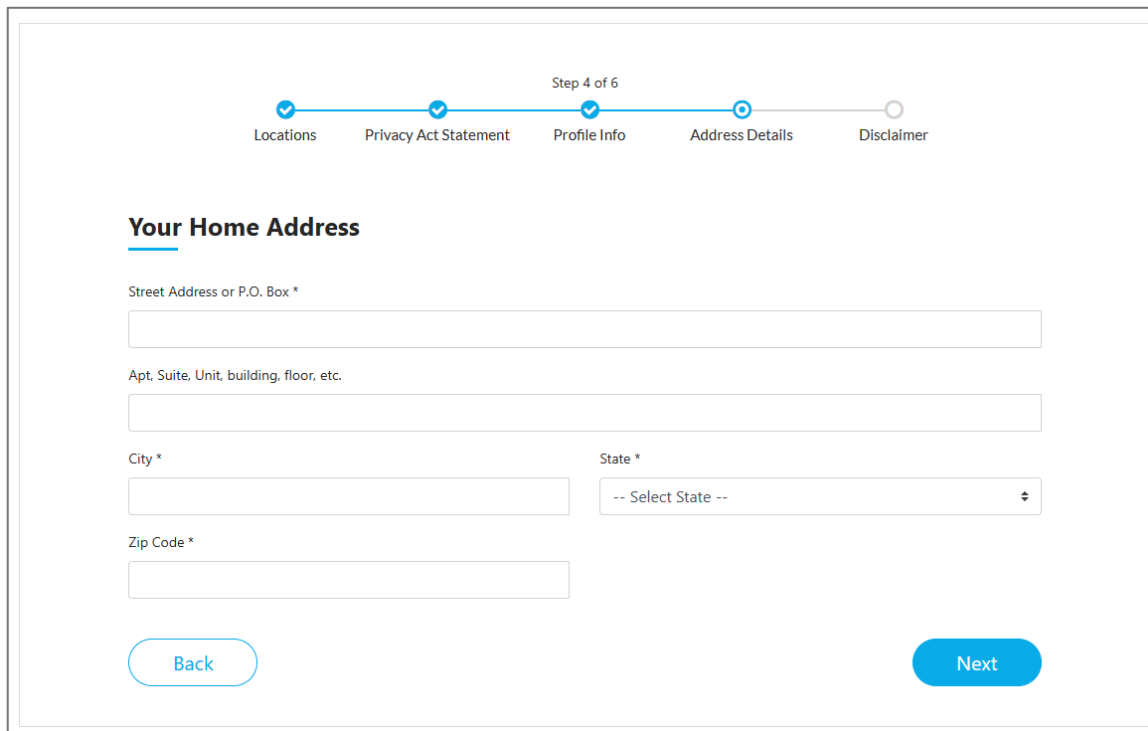
Phone Number *

Back
Next

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HireRight's private investigation licenses can be found at: <https://www.hireright.com/legal/license-information/>.

In the “Address Details” page, please enter your home address information. Complete this section and click on “Next.”



Step 4 of 6

Locations Privacy Act Statement Profile Info Address Details Disclaimer

Your Home Address

Street Address or P.O. Box *

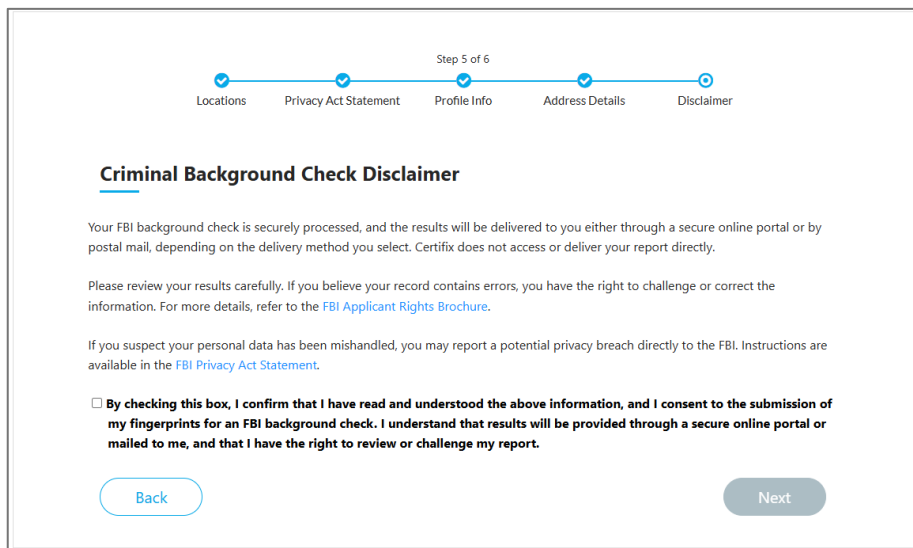
Apt. Suite, Unit, building, floor, etc.

City * State *

Zip Code *

Back Next

After entering your address details, click on “Next” to review the Criminal Background Check Disclaimer. After reviewing the disclaimer, check the box at the bottom of the page and click on “Next” to consent to the FBI check and submit your information.



Step 5 of 6

Locations Privacy Act Statement Profile Info Address Details Disclaimer

Criminal Background Check Disclaimer

Your FBI background check is securely processed, and the results will be delivered to you either through a secure online portal or by postal mail, depending on the delivery method you select. Certifix does not access or deliver your report directly.

Please review your results carefully. If you believe your record contains errors, you have the right to challenge or correct the information. For more details, refer to the [FBI Applicant Rights Brochure](#).

If you suspect your personal data has been mishandled, you may report a potential privacy breach directly to the FBI. Instructions are available in the [FBI Privacy Act Statement](#).

☐ By checking this box, I confirm that I have read and understood the above information, and I consent to the submission of my fingerprints for an FBI background check. I understand that results will be provided through a secure online portal or mailed to me, and that I have the right to review or challenge my report.

Back Next

Upon completion of the scheduler workflow, you will receive an email with a QR code confirming your enrollment, as well as instructions on what forms of identification you will need at your fingerprinting appointment. Please bring a copy of the QR code along with the required identification to your fingerprinting appointment.

After completing your fingerprint capture, your fingerprints will automatically be channeled to the FBI for processing, and your employer will receive a copy of your FBI results.

Step 3: Requesting a Hard Card Fingerprint Capture

If you did not find any locations within a convenient distance in the fingerprinting scheduler, you can return to Applicant Center via the email you received and check the box that says, “I confirm that there are no live scan locations near me, and I am requesting a Hard Card fingerprint capture.”

Schedule Your Fingerprinting Appointment

To complete your background check, you are required to complete an **in-person** fingerprint collection. To schedule a Live Scan fingerprint collection, please click on the button below.

Additional information on what to bring to the appointment will be provided in the scheduler.

If you cannot find a Live Scan fingerprint collection site near you in the scheduler, please check the box below to request a Hard Card Fingerprint Capture.

[Schedule My Fingerprinting Appointment](#)

☐ I confirm that there are no Live Scan locations near me, and I am requesting a Hard Card fingerprint capture.

After checking this box, you will be presented with a button to “Request a Hard Card Fingerprint Capture.”

Schedule Your Fingerprinting Appointment

To complete your background check, you are required to complete an **in-person** fingerprint collection. To schedule a Live Scan fingerprint collection, please click on the button below.

Additional information on what to bring to the appointment will be provided in the scheduler.

If you cannot find a Live Scan fingerprint collection site near you in the scheduler, please check the box below to request a Hard Card Fingerprint Capture.

[Schedule My Fingerprinting Appointment](#)

☒ I confirm that there are no Live Scan locations near me, and I am requesting a Hard Card fingerprint capture.

After requesting a Hard Card fingerprint capture, you will receive an email with instructions on how to complete the Hard Card fingerprint capture process. This will require visiting a law enforcement location that supports Hard Card fingerprint capture, and mailing that Hard Card to HireRight for processing. More information will be in the email.

[Request A Hard Card Fingerprint Capture](#)

Clicking on this button will request a Hard Card fingerprint capture and present you with a link to download the Hard Card Instructions PDF. You will also receive an email with a link to download a copy of the Hard Card fingerprinting instructions.

Schedule Your Fingerprinting Appointment

To complete your background check, you are required to complete an **in-person** fingerprint collection. To schedule a Live Scan fingerprint collection, please click on the button below.

Additional information on what to bring to the appointment will be provided in the scheduler.

[Schedule My Fingerprinting Appointment](#)



Your request for a Hard Card fingerprint capture has been successfully processed. An email with instructions on how to complete fingerprint capture will be sent to [candidate email].

You can also download a copy of these instructions here:

[Hard Card Fingerprint Instructions.pdf](#)

Follow the instructions in the PDF to complete your Hard Card fingerprint capture. After completing the Hard Card fingerprint capture, please mail your hard card to the address listed in the Hard Card instructions. When HireRight receives your completed Hard Card, the fingerprints will automatically be channeled to the FBI for processing, and your employer will receive a copy of your FBI results.

Step 4: Fingerprint Rejection & Resubmission

If your initial fingerprint submission does not meet the FBI quality standards, they will reject your submission and request a new set of fingerprints. If this is the case, you will receive an email notifying you that your fingerprints have been rejected due to quality issues and you are required to submit a second fingerprint capture.

This email will contain a QR code as well as information regarding acceptable forms of identification which you will need to bring to your second capture appointment. Please go to the original capture location and complete a second fingerprint capture.

For any questions regarding the fingerprinting process, please submit a support ticket here:

<https://customersupport.hireright.com/applicant>