HireRight Integration
Flex Field Configuration Guide

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Overview

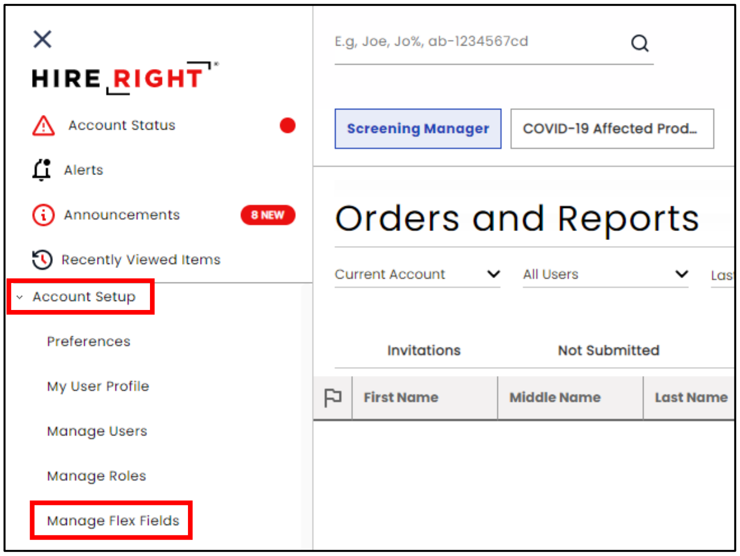
The following guide outlines the steps a customer may follow to configure new or update existing flex fields within their HireRight account(s). The sections below will outline how to add, update, and configure flex fields as well as how to enable mapping values from your integration to these flex Fields.

Please note mapping data from an integration to HireRight via a flex field differs per integration solution and not all integrations will be capable of supporting mapping values to a flex field.

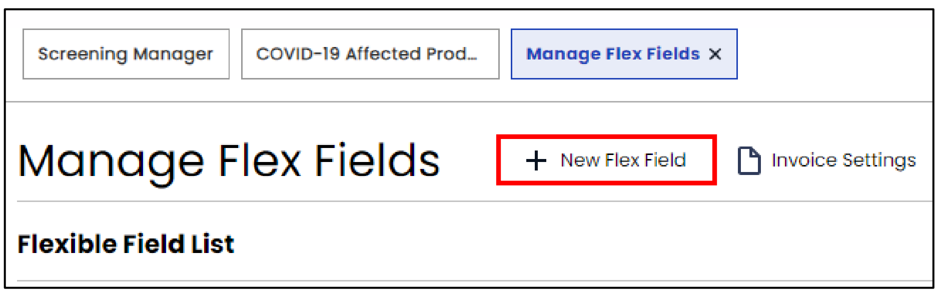
For additional support, please reach out to HireRight.

Add a New Flex Field

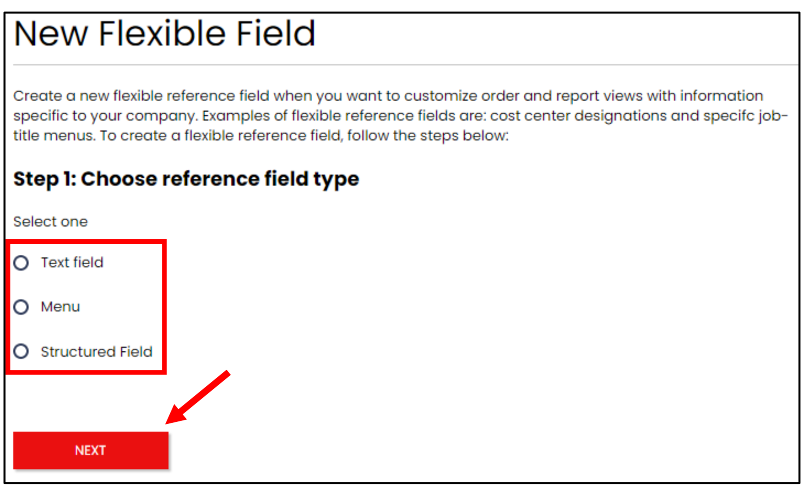
1. Login to your HireRight account, expand the **Account Setup** menu, and click **Manage Flex Fields**



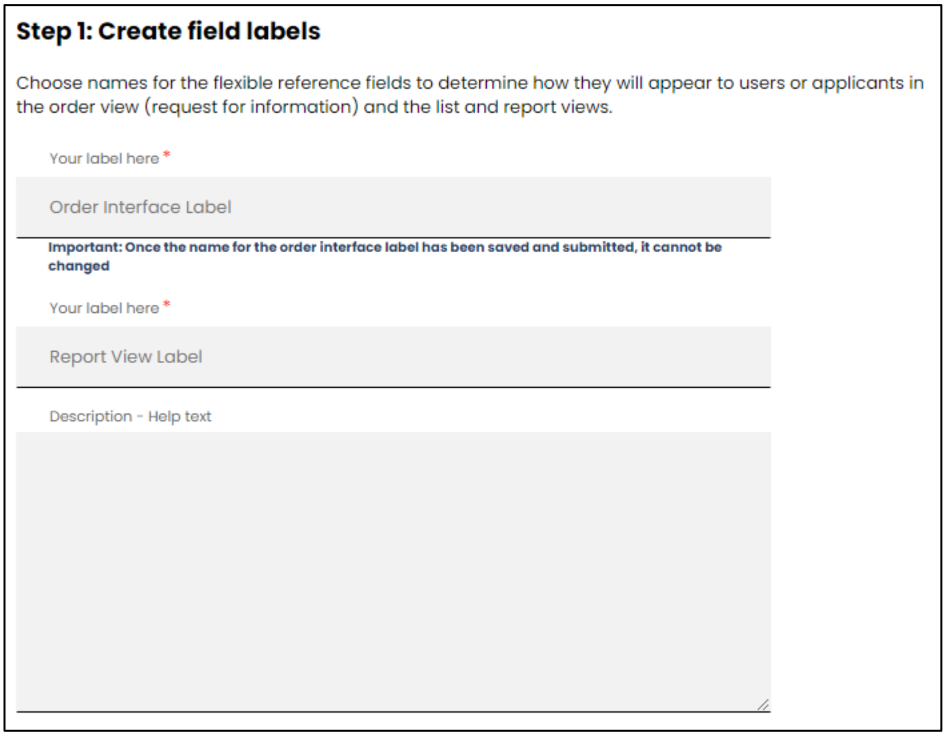
2. Click the New Flex Field icon



3. Select the **Radial** of the type of flex field to create and click **NEXT**



4. Within the **Step 1: Create field labels** section complete the required fields marked with a red *



Step 1: Create field labels

Choose names for the flexible reference fields to determine how they will appear to users or applicants in the order view (request for information) and the list and report views.

Your label here *

Order Interface Label

Important: Once the name for the order interface label has been saved and submitted, it cannot be changed

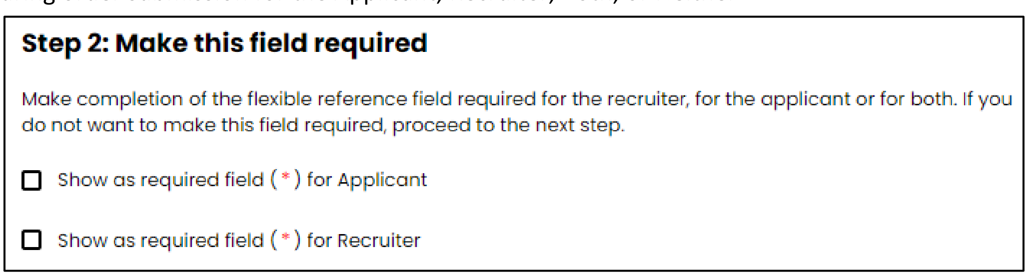
Your label here *

Report View Label

Description - Help text

- **Order Interface Label** = The value to be displayed on the order submission form (if applicable)
- **Report View Label** = The value to be displayed on the HireRight report (if applicable)
- **Description** = Text displayed within the Manage Flex Fields menu

5. Within the **Step 2: Make this field required** section indicate if you'd like to make the flex field required during order submission for the Applicant, Recruiter, Both, or Neither



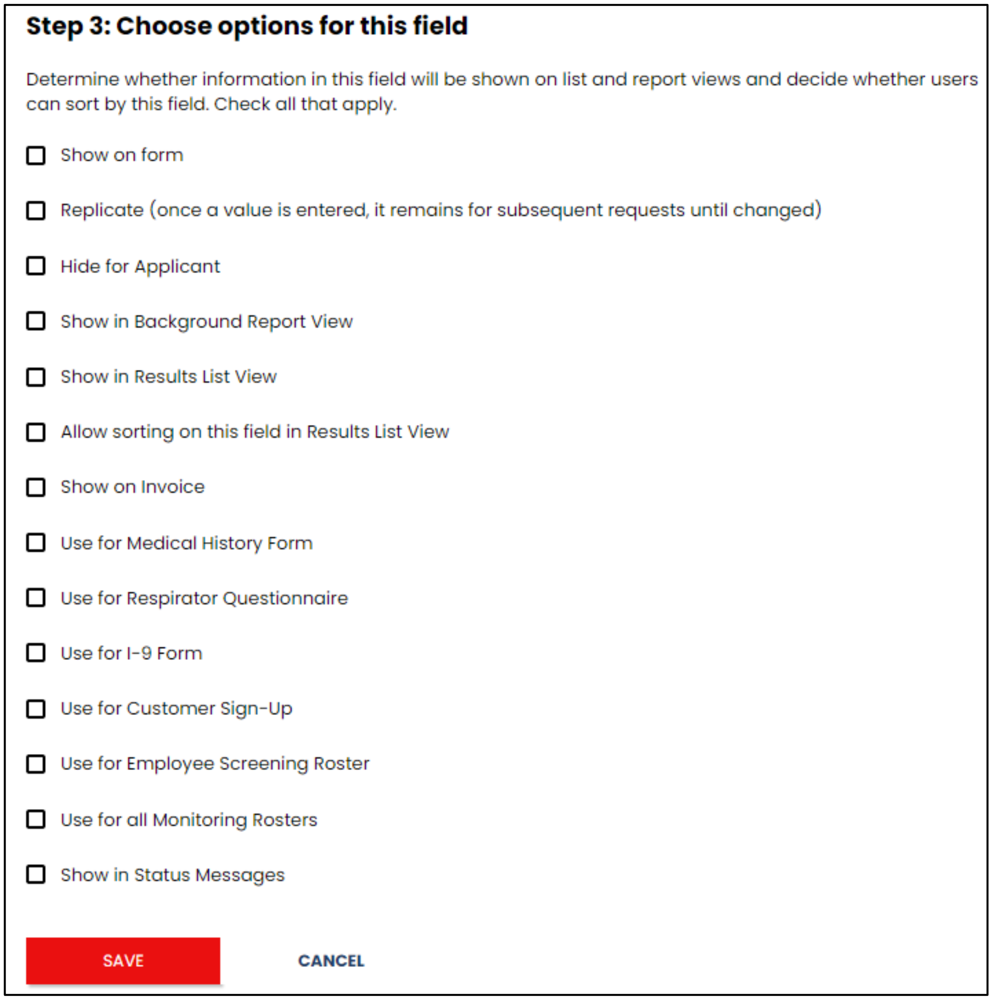
Step 2: Make this field required

Make completion of the flexible reference field required for the recruiter, for the applicant or for both. If you do not want to make this field required, proceed to the next step.

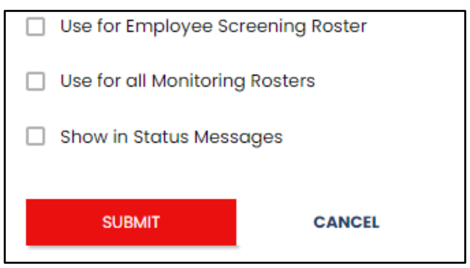
☐ Show as required field (*) for Applicant

☐ Show as required field (*) for Recruiter

6. Within the **Step 3: Choose options for this field** section select the option(s) you wish to apply to this flex field and click **SAVE**



7. Review your configuration settings and click **SUBMIT** to confirm your settings or **CANCEL** to exit



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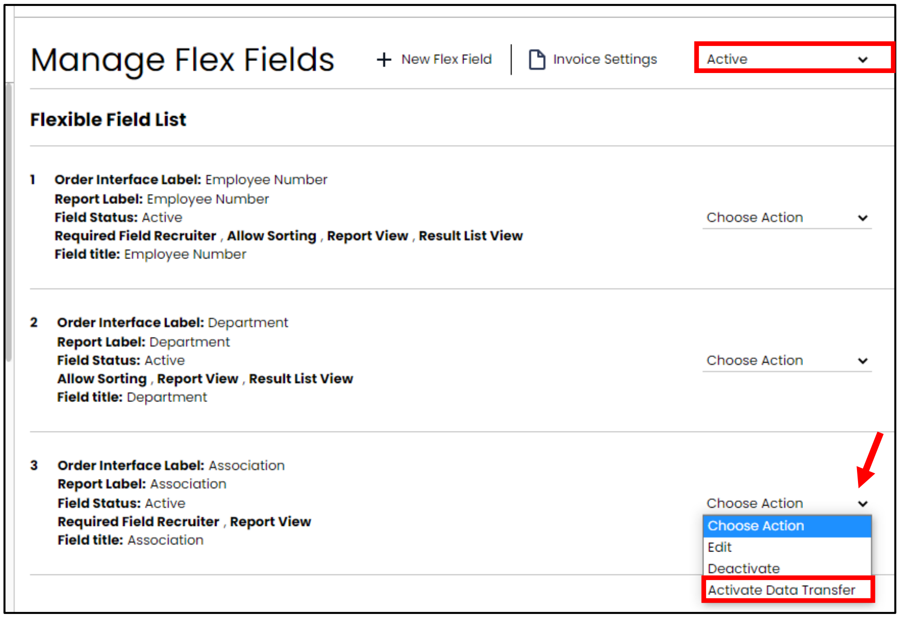
Activate a New (or Inactive) Flex Field

1. Once a new flex field has been created it must be activated, within the **Manage Flex Fields** window select **Inactive** from the drop down menu

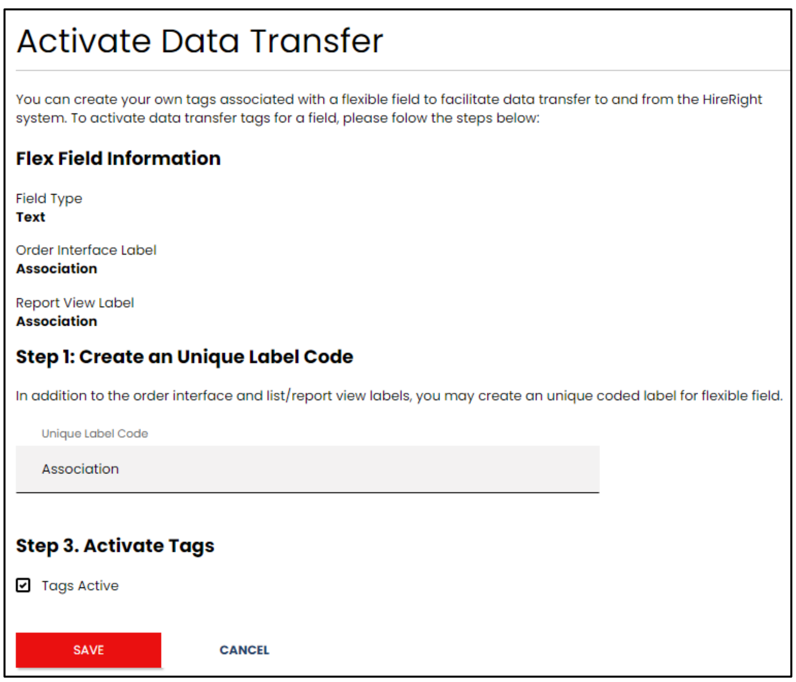
2. Find the flex field within the list, from the **Choose Action** drop down menu select **Activate**

Activate Integration Data Mapping

1. Within the **Manage Flex Fields** window, select **Active** from the drop-down menu, find the desired flex field in the list and from the **Choose Action** menu select **Activate Data Transfer**



2. Input the **Unique Label Code**, check the **Tags Active** checkbox, and click **SAVE**



IMPORTANT: The **Unique Label Code** value MUST match the exact name of the flex field as being mapped via your integration

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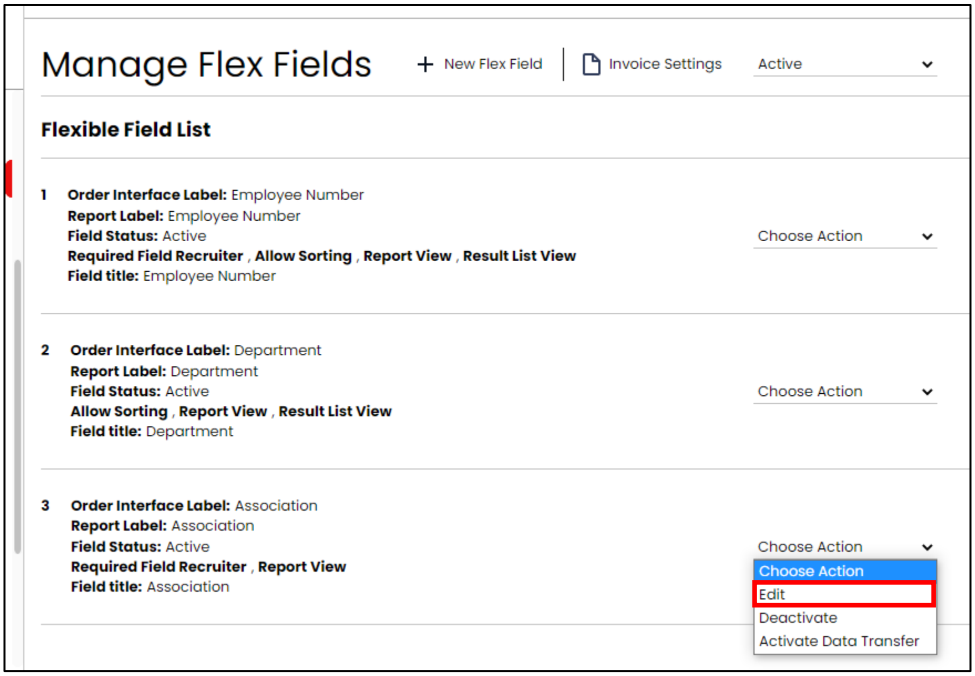
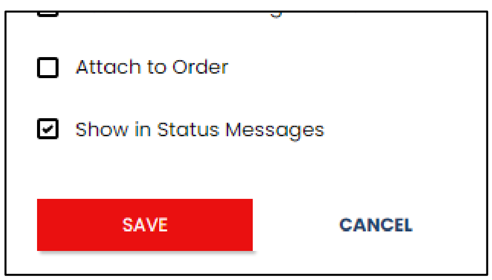
Update an Existing Flex Field

1. Within the **Manage Flex Fields** window, select **Active** from the drop-down menu, find the desired flex field in the list, from the **Choose Action** menu select **Edit**

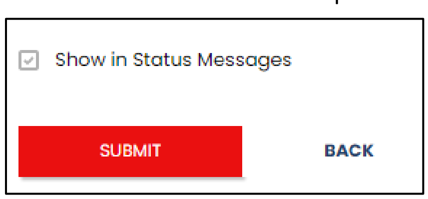


IMPORTANT: Flex fields updates are only effective on new orders going forward, existing orders with flex fields will not inherit these changes

2. Perform the necessary updates and click **SAVE**

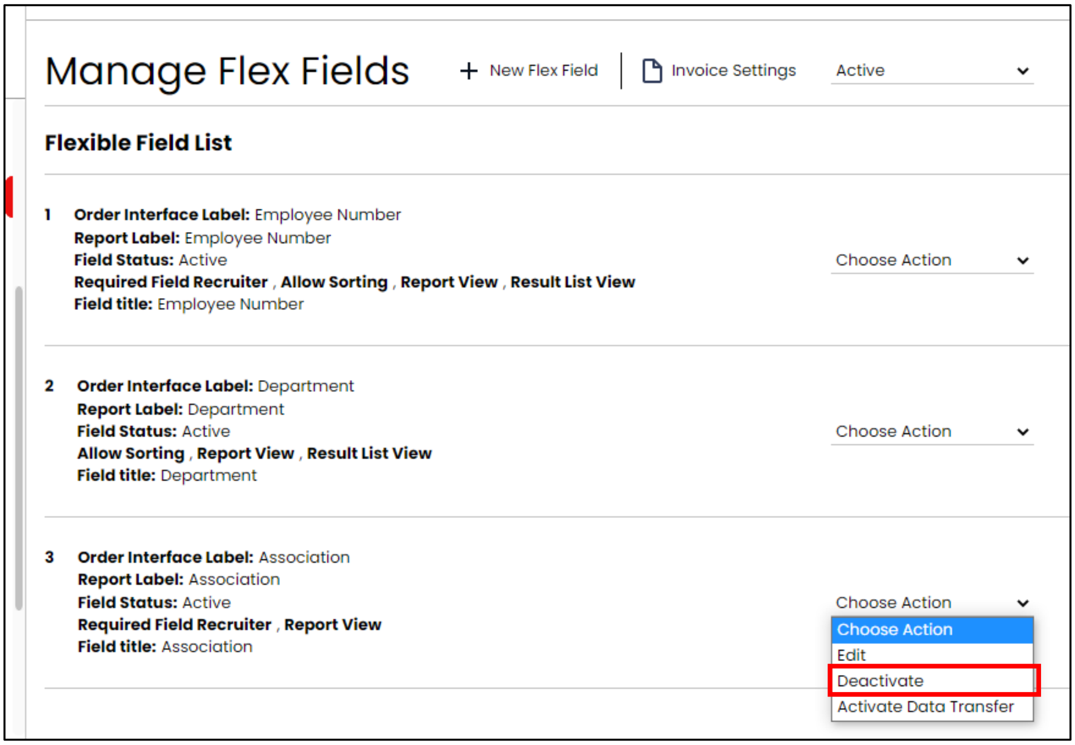


3. Click **SUBMIT** to save changes or **BACK** to make additional updates



Deactivate an Existing Flex Field

1. Within the **Manage Flex Fields** window, select **Active** from the drop-down menu, find the desired flex field in the list, from the **Choose Action** menu select **Deactivate**



IMPORTANT:

- If the **Deactivate** option is not available this means this flex field is not eligible to be deactivated
- Flex fields updates are only effective on new orders going forward, existing orders with flex fields will not inherit these changes