Robert Half International

Frequently Asked Questions

Activating & Logging Into Account

1. **I am a new employee of RHI and need a login to Pangea?**
   a. Contact GIS at rhi@geninfo.com or hqpbackgroundchecks@rhi.com to obtain a copy of the User Setup Request form. Submit User Setup Request form to rhi@geninfo.com.

2. **I am receiving an error message when trying to activate my account?**
   a. Be sure that you are using the last 4 digits of your Employee ID# as your SSN
   b. Be sure that you are using the Date of Birth that was supplied to you with the instructions that you received in your account activation email. If you are unsure of the Date of Birth, contact GIS at rhi@geninfo.com.
   c. If you need any assistance in activating your account, contact GIS at rhi@geninfo.com.

Passwords & User Accounts

1. **I forgot my password or my password is expired. How can I change or reset it?**
   a. From the Login Page, input your Username and then click "Forgot Password". Answer your Security Questions and supply your Security Code (last 4 of Employee ID#).

2. **I forgot the Answers to my Security Questions?**
   a. Contact GIS at rhi@geninfo.com and we will reset your account so that you can re-activate and create new answers to the security questions.

3. **I am locked out of my Account?**
   a. Contact GIS at rhi@geninfo.com and we can unlock your account.

4. **I forgot my Username and/or Password. How can I recover this information?**
   a. From the RHI Log In page, click "Forgot Username or Password." Choose "Recover Username" or "Recover Password" and follow the instructions on the screen. If you are recovering your username, an email will be sent to the email address associated with your account and will be sent from rhibackgroundcheckinfo@rhi.com with the Username and a Link that can be used to log in.

Applicant Dashboard

1. **Why can't I see the candidate on the dashboard?**
   a. Information on the applicant dashboard is filtered by the Applicant View drop down menu. If your candidate has completed the data sheet, you should be able to view using one of the following views. If the candidate has not completed their data sheet, they will not be displayed on the Applicant Dashboard.
      i. My Applicant View - will allow you to see data sheets of candidates that have completed the invite that you sent.
      ii. Department View - will allow you to see completed data sheets for all of your "department," (i.e. Field or Strategic Accounts)
      iii. Corporate View - will allow you to see completed data sheets for Field, Strategic Accounts, Executive Search, and RHL.

2. **How can I view a completed datasheet?**
   a. Locate your candidate on the dashboard and click their name in the Name Column. You can utilize the filters provided to easily locate candidates using their name, status, and various other search criteria.

3. **My candidate is currently listed as the Field but needs to have a Strategic Account Package ordered (or vice versa)?**
    a. Locate your candidate on the dashboard. Click on the hyperlink listed in the Job Column. You will then be able to change the Position to either Field or Strategic Accounts.

    **Note:* Flipping or changing a candidate's record on the dashboard will create another record. This can be identified by the plus sign that will populate the screen next to the candidates name when there are multiple records.

Invitations

1. **Can I send an invite for other Lines of Business/Locations?**
    a. Yes, click on the envelope and choose the appropriate position and/or location.
2. **As a user, can I access the invitation email that is sent to the candidate?**
    a. No, but GIS Client Services can obtain a copy if necessary. Please contact us at rhi@geninfo.com to obtain a copy of the email that was sent
3. **I sent an invitation email to my candidate but they said they did not receive the email?**
    a. Instruct the candidate to check their spam and/or junk folders. The email is being delivered from rhibackgroundcheckinfo@rhi.com so it could have been filtered into one of these folders. If your candidate still cannot locate the email, go ahead and send a new invite. Remember that the candidate must create a NEW User Account.
4. **Can GIS send reminder emails to candidates that have not completed their invite?**
    a. No, reminder emails are not available today.
5. **Does the link in the invitation email expire?**
    a. Yes, the link will expire after 12 calendar days. If the link has expired, you will need to send a new invitation email to your candidate to complete the data sheet.
    b. If the candidate already created a username from the original link, they will have to create a NEW username for the additional link that is sent to them.
    c. The candidate can only use the link in the Invitation email to create their account. If the candidate needs to access their account, they should use https://pangea.geninfo.com/RHI/apply/

Data Sheets

1. **How can I check the status of the datasheet?**
    a. You can check the status of a data sheet by utilizing the reports provided in the Reports Dashboard. There are 3 reports available to assist you in determining the status of a candidate's data sheet:
        i. The "Invitation Status Report(s)" will show the invitations that have been sent;
        ii. The "Incomplete Data Sheet Report" will show candidates who have begun the data sheet, but have yet to complete/submit;
        iii. The Complete Data Sheet Report will show candidates who have completed/submitted their data sheet.
2. **As a system user, I am entering a data sheet on behalf of the candidate, but I do not have all of the required information. Can I save what I have entered and return later to complete it?**
    a. No, as a system user entering the information you cannot save information and return to complete it at a later time.

3. **My candidate is using a different Internet browser than Internet Explorer. Will that cause them problems?**
    a. It is possible. GIS is best supported by Internet Explorer 8.0 or higher and Firefox 3.0 or higher.

4. **My candidate is using an Apple Computer. Will that cause them problems?**
    a. It is possible. When using a Mac, the candidate should use Firefox 3.0 or higher. Safari is not supported by GIS.

5. **The candidate does not recall their username or password?**
    a. From the log in page, click "Forgot Username or Password." Choose "Recover Username," and input the email address associated with their account and then click "Send Email." An email will be sent to your email address. The email will be sent from rhibackgroundcheckinfo@rhi.com with the Username and a Link that can be used to log in.

6. **The candidate does not recall their security questions?**
    a. A new invitation will need to be sent to the candidate so that they can create a NEW Account.

7. **What information is needed for the candidate to complete their data sheet?**
    a. All information that is marked with a red asterisk (*) is required. The candidate will have to provide: Personal Information, Other Names Used, SSN & DOB, Address History, Employment History, Education Information and Professional Credentials (if applicable).

8. **What if the candidate does not have some of the required information?**
    a. The data sheet must have data entered in all required fields in order for the candidate to move forward throughout the data sheet. The candidate will need to supply information in the required format for these required fields. For example, if the candidate does not recall the exact street address, they can enter "Not Available."

9. **Can the candidate save their information on the data sheet and return at a later time?**
    a. Yes, the candidate can click Save and Exit on the left hand side of the screen that they are on. They will have to return to the site and enter their Username and Password to log back in to their data sheet. Candidates can use https://pangea.geninfo.com/RHI/apply/ to access their account.

10. **My candidate is locked out of their account or the system will not let them log in?**
    a. Contact GIS at rhi@geninfo.com and we will be glad to help unlock the candidate's account.

11. **The candidate needs to add/update information (Additional Names, Addresses, Employment, Education and/or Professional Credentials) to their completed data sheet post submission?**
    a. You will need to send a Profile Update link to the candidate so that they can provide this additional information. Locate your candidate on the Applicant Dashboard. Click "Next Action". Choose the appropriate "Any Time Action" item to send an update link to the candidate. They will log in with their original username and password. Once the candidate completes their update link, a completion email will be sent to the user that sent the update link.

12. **The candidate provided the wrong SSN or DOB. How can we correct this?**
    a. Locate your candidate on the Applicant Dashboard. Click Next Action and then choose the „Send SSN & DOB" anytime action to send a link to the candidate. They will log in with their original username and password to update the SSN or DOB.

13. **The candidate has received an error message when trying to submit their data sheet?**
    a. Have the candidate review their data sheet to ensure that all information is correct. If they are still unable to submit their data sheet, obtain their username and contact GIS at rhi@geninfo.com.

14. **My candidate is having trouble with their data sheet. Is there a support phone # they can call?**
    a. RHI has not provided permission for GIS to speak directly with RHI candidates. Try obtaining as much information as you can regarding the issue your candidate is experiencing. Contact GIS at rhi@geninfo.com and we will be glad to assist you in resolving the matter.

Background Checks

1. **How do I order a background check?**
    a. Locate your candidate on the Applicant Dashboard. Click on the link in the Next Action column. Click Submit Background Check. Complete the required areas and click Submit.
2. **How do I review a report submitted by another user or location**
    a. Change your Applicant View drop down menu to either Department or Corporate. Enter the candidates name or SSN in the search boxes and click Find Applicants.
3. **How do I review the background while in process or once completed?**
    a. Locate your candidate on the Applicant Dashboard. Click the hyperlink listed in the Background Check column.
4. **I need to run a client requested Reference Check or MVR?**
    a. Locate your candidate on the Applicant Dashboard. Click Next Action. Choose the appropriate Anytime Action (Send Reference Check or MVR Data Sheet Profile Update). The candidate will need to log in with their original Username and Password to provide the appropriate information to perform these checks. Once the candidate has completed the update, order a new background under the Ala Carte Package.
5. **I am trying to submit a background check but am getting a Fail Message.**
    a. Make sure that you have provided the required information, i.e. Package, Billable, LOB and Job Order Number. If you are still having trouble submitting the background check, contact GIS at rhi@geninfo.com.
6. **I don't have a Job Order Number. What should I list in this required field?**
    a. If you do not have a Job Order Number enter all 5"s in the correct format of 55555-555555
7. **I need to add an additional search/product to an existing background check, what should I do?**
    a. If the background check is already in process or has already been completed, you will need to order a new background check to cover the additional searches or products. Choose the Ala Carte Package and then add the Optional Products that are needed.
8. **How can I cancel a background check?**
    a. Contact GIS at rhi@geninfo.com and let us know which portions of the background check you need to cancel.

       Please note: If you request to cancel the entire background check some products are automatic and while GIS can cancel remaining portions, you will be charged for the work that was already completed.
9. **The background check was completed under the wrong SSN/DOB?**
    a. Be sure that your candidate has completed the SSN and DOB update link to provide the correct information.
    b. Resubmit a new background check request so that GIS can run the appropriate searches with the correct data.

10. The background check was closed without International Searches because GIS was missing the necessary documentation? I have the completed documents, how can I get these searches completed?

   a. Order a new background check for the International pieces. Contact GIS at rhi@geninfo.com to ensure that only the necessary International Searches are ordered. You can provide the completed documents via secure fax to our International Team at 866-206-0132.

11. I ordered the wrong package?

   a. A new order will need to be placed to have the correct background check package completed.
   b. Contact GIS at rhi@geninfo.com to request that we cancel the order that was placed with the wrong package.

12. I scheduled the candidate to take a drug test but selected the wrong panel.

   a. A new test will need to be scheduled under the appropriate panel.

13. I selected Billable "No" but it should be "Yes" (or vice versa)

   a. Contact GIS at rhi@geninfo.com and we will get this corrected for you.

14. My client requires a TB Test, is this product available?

   a. Yes, but the TB Test has to be ordered separate from your background check. Locate your candidate on the Applicant Dashboard. Click Next Action, Submit Background Check. Choose the TB Test package. GIS will locate a facility that can perform this test and will send you a copy of the ePassport that the candidate must take with them to be tested.

15. What is the KwikScreen Search and what does it include?

   a. GIS' KwikScreen National Criminal Database is our proprietary database that allows you to extend the reach of your criminal records search. KwikScreen contains over 400 million criminal records from a comprehensive list of sources including county court records, state repositories, Department of Corrections (DOC), Administrative Office of Courts (AOC), state sex offender registries, government and terrorist watchlists, and more. By combining KwikScreen with a county criminal search, "hit" rates are increased by as much as 50%. To maintain FCRA & state compliance, all "hits" are validated at the source with identity verification and final disposition status.
   b. Is the OFAC, OIG or GSA included?
      Yes
   c. Is FACIS included as part of KwikScreen?
      No.

16. My candidate is requesting a copy of their background check? Can GIS mail them a copy?

   a. Yes, have your candidate contact GIS at 866-265-4917.

17. Does GIS have package pricing that can be provided?

   a. Yes, please contact your background check unit at hqpbackgroundchecks@rhi.com.

18. I have a client requesting a product or search that is not available in the Optional Products column when I attempt to order the background check?

   a. Contact HQP Background Checks Team at ShoreTel Extension 81042, Phone Number: 925-913-1042 or email at hqpbackgroundchecks@rhi.com.

International Searches

1. **My candidate has international addresses/employment/education; will they be able to provide this on their data sheet?**
    a. Yes, there is a section for International information.

2. **If your candidate has any International Information (Address, Employment or Education), GIS will contact the candidate directly to obtain the necessary documents that are used to process international searches.**
3. **3. The candidate will have 7 Business Days to provide the completed documents to GIS. In the event that the documents are not received, GIS will close our handling of the international portions.**
4. **4. The background check was closed without International Searches because GIS was missing the necessary documentation? I have the completed documents, how can I get these searches completed?**
    a. Order a new background check for the International pieces. Contact GIS at rhi@geninfo.com to ensure that only the necessary International Searches are ordered. You can provide the completed documents via fax to our International Team at 866-206-0132.

Drug Test Information

1. **How can I schedule a Drug Test?**
    a. Locate your candidate on the Applicant Dashboard and click the hyperlink in the Background Check Column. Once you are viewing the background, click the Schedule Drug Test link that is listed above the Service Summary. Provide required information and be sure to send a copy of the ePassport to your candidate. Send a copy of the ePassport to your RHI email address so that you have a copy you can reference.

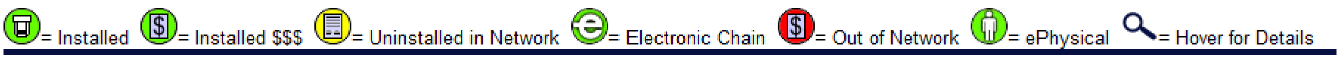
2. **What is the turnaround time for Drug Test?**
    a. eCup Tests – if the specimen is a straight negative, GIS should receive the results within 15 minutes
    b. Lab based tests - turnaround time is typically 24 to 72 hours from the time the specimen arrives at the lab. Actual TAT depends on the specimen travel time and if additional testing is required. Specimens are sent to the lab by collection facilities via overnight shipping. However, specimens donated in the afternoon may not be shipped until the next day.

3. **What is the difference between selecting the eCup option and selecting the Urine Collection option?**
    a. The eCup option should only be selected when schedule a 5 panel instant test. The Urine Collection option should be used for extended panel tests.

4. **My client requires a Hair Follicle Test, is this available?**
    a. Yes, but GIS will need to ship to you the Hair Follicle testing kits. Please contact GIS at rhi@geninfo.com if this will be your first request for Hair Follicle testing.

5. **My candidate forgot to take their ePassport to the testing facility?**
    a. The testing facility will not test the candidate if they do not bring their ePassport with them. You can reprint or email another copy of the ePassport. Locate your candidate on the Applicant Dashboard. Click the hyperlink in the Background Check column. Click on the link “Update Schedule Drug Test” above the Service Summary. A new browser page will display. In the top right corner of the screen should be the option to Reprint ePassport.

6. **What is the difference of the icons that are shown on the Select Clinic screens?**



   a. Installed – the clinic has eCup software and can perform an eCup instant test
   b. Installed $$$ - the clinic has eCup software and can perform an eCup instant test but will charge more
   c. Out of Network Clinics – will perform collections but do not have eCup software. The test will be a Urine Collection test and will require a Paper Chain of Custody form.
   d. Please contact GIS if you are scheduling a Drug Test that is NOT at an installed facility.

7. **I scheduled an extended panel test (i.e. 10 Panel) but it looks like a 5 panel test was returned?**
   a. Contact GIS at rhi@geninfo.com

8. **Can we use LabCorp locations?**
   a. Yes, LabCorp locations can be used but only the locations that are currently available in the scheduling tool.

9. **The nearest Drug Testing facility to our Branch is too far. How can I request more locations?**
   a. Contact HQP Background Checks Team ShoreTel Extension 81042, Phone Number: 925-913-1042 or via email hqpbackgroundchecks@rhi.com.

Fingerprint Information

1. **My client requires Fingerprinting, is this available?**
   a. Yes, but GIS will need additional information to schedule and/or process a Fingerprint request. Please contact GIS at rhi@geninfo.com for further information.

Credit Check Process

1. **I am trying to run a Credit Check but it is not available on the package screen?**
   a. In order to run a Credit Check, the Field Credit Check only invitation will need to be sent to the candidate so that they can sign the Credit Consent form. A Credit Check must be ordered separate from the Background Check. For further information regarding the Credit Check process, contact your Background Checks unit at hqpbackgroundchecks@rhi.com.

2. **How do I send a Credit Only invitation?**
   a. From the Applicant Dashboard, click on the envelope in the right hand corner of the screen. Click Select to choose the Job Opening. Choose Field Credit Only in the Position drop down menu.

3. **Why is the Credit Check for my candidate in a “suspended” status?**
   a. GIS is retrieving a copy of the Credit Consent form that was completed by the candidate. Once we confirm this has been attached to the Work Order, GIS will proceed with the Credit Report.

Action Items

1. **Submit Background Check - this will allow you to order the background check for your candidate**
2. **Remove From Main View - this action removes the candidate from the main applicant dashboard view**
3. **Reinstate to Main View - this action reinstates the candidate to the main applicant dashboard view**
4. **Send Profile update - this action allows the candidate to add/change information in their original data sheet**
5. **Send Reference Check profile Update - this action allows the candidate to provide reference information**
6. **Send SSN and DOB Update - this action allows the candidate to correct their SSN or DOB**
7. **Send MVR Data Sheet Update - this action calls the candidate to supply their Driver's License Information for an MVR Check**

Notification Letters, Adverse Action Information & GIS Address

1. **My candidate lives in CA, OK or MN and has requested to receive a copy of their background check. Can GIS send a copy?**
   a. Yes, GIS will automatically send a copy of the completed background check to candidates that reside in these states.

2. **My candidate failed their background check and as a part of the Adverse Action letter, I need to provide them with GIS' Address?**
   a. General Information Services is located at 917 Chapin Road, PO Box 353 in Chapin, SC 29036. The candidate can contact our Disputes Department at 866-265-4917.

Contact Information

Who To Contact at GIS:

1. **RHI Dedicated Email Box and Phone Line**
   a. Email Address is RHI@geninfo.com
   b. Phone Number is 866-834-3816
      i. Account Locked, Forgot Password, Forgot Username, etc.
      ii. Checking the status of background check or drug test
      iii. Candidate having trouble submitting their data sheet
      iv. Package Pricing
      v. RHI Pangea Program Features – Applicant Dashboard, Invitations, Manual Orders, Candidate Experience, Submitting background check, scheduling drug tests, Next Action, reports and Viewing background checks
      vi. Grading Questions

2. **Chat Feature**
   a. GIS has available a chat feature that RHI users can utilize to contact our Client Services Department. Anywhere within the Pangea website, click on the hyperlink "Live Support." A chat box will pop up with a text field at the bottom where you can type in questions. A message will appear once a representative at GIS accepts the chat.

3. **HQP Background Checks Team Contact Information**

   ShoreTel Extension (Internal to RHI): 81042
   Phone Number: 925-913-1042
   hqpbackgroundchecks@rhi.com