

How does MU obtain criminal background information?

The University contracts with Sterling to search databases based on the information finalists provide in the online profile (e.g. Social Security Number, birthdate, etc.)

I have received an error message while entering my information into the online system. Who do I contact?

Contact Sterling Talent Solutions at 888.889.5248 (<https://secure.sterlingdirect.com>).

What computer requirements are needed to successfully complete the online CBC profile?

For best results, Sterling recommends the following Browsers:

Supported Browsers

ScreeningDirect

- Desktop
 - Chrome: Current and -1 version
 - Firefox: Current and -1 version
 - Internet Explorer: Version 11

WorkforceDirect

- Desktop
 - Chrome: Current and -1 version
 - Firefox: Current and -1 version
 - Internet Explorer: Version 11
 - Edge: Current and -1 version
 - Safari: Current and -1 version (*Pending*)
- Mobile
 - Safari: iOS 8+
 - Android: 4.0+

Why must I provide phone number and email information to Sterling?

Sterling may need to contact you if there are any questions about the spelling of name, past addresses, or other identifying information. Because human error may occur when information is data entered, it is important that Sterling be able to verify accuracy.

I made an error when entering my information, and I have already submitted it. Who do I contact to make corrections?

Contact Sterling Talent Solutions at 888.889.5248 (<https://secure.sterlingdirect.com>).

Will I receive an email when I have successfully submitted the CBC?

After successfully submitting your information, you will see an order confirmation.

How do I know my Social Security Number and other information are secure?

Sterling respects the privacy of our online visitors, employees, clients, and clients' employees and candidates. We aim to collect, use, disclose, and retain personal information in accordance with your expectations and the law. You can find full details of our privacy practices in the our [privacy statement](#).

If I have a conviction/plea of guilty in my background, how will I know if I am disqualified for the position I have been offered?

You will be notified by your hiring department if you are disqualified from employment due to the results of the CBC report.

Will the detailed report of the CBC be shared with me?

If Sterling has prepared a consumer report or investigative consumer report in your name, as per the Fair and Accurate Credit Transactions (FACT) Act, you are entitled to a free copy of the completed report during each 12-month period. To receive a free copy of the report(s) in your file, please fill in our online contact form or call us at 888.889.5248 between 8 AM - 8 PM EST.

What is the turn-around time for getting the CBC results?

Most U.S. employment background checks are completed within a week, but there can be extenuating circumstances that cause delays in the process. The most common delays are related to court closures or unresponsiveness by past employers or academic institutions.

If I do not have access to a computer, how can I complete the online CBC process?

HRS has computers that final candidates may use to complete the online process. You may also speak to your hiring department about the possibility of using a computer in the department.