

## How will a finalist be notified that a CBC must be authorized online?

- For **jobs posted** in eRecruit the finalist will receive an email from HireRight, after the Hiring Manager sets up the individual for a Pre-employment Check in eRecruit.
- For **jobs not recorded** in eRecruit, the department will need to request the CBC with our [Part Time Kiosk](#) link on our website

## Who is considered a final candidate?

Applicants who have accepted an approved offer are finalists. The CBC is not an applicant screening tool.

## Do we need to run CBCs on student titles?

No, HRS does not run CBCs on student titles. See link for a list of student titles:

<http://www.umsystem.edu/ums/rules/hrm/hr200/hr204>

## How do I know if my final candidate needs a CBC?

Please view the CBC guidelines located under the Policies and Procedures tab on the HRS website:

<http://hrs.missouri.edu/policies-and-procedures/hiring-and-employment/criminal-background-check.php>

## The department has recruited for a part time job that was not posted in eRecruit. What do we enter in the “JobID” field of the Candidate Instruction form?

Please enter “NA” in the JobID field for positions not posted in eRecruit.

## How will I find out the results of the CBC?

HRS will email you when the CBC results have been reviewed. You will be notified if the finalist is eligible for hire or is disqualified due to the results of the CBC report.

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

No. However, if the report includes convictions, your HR Professional may contact you for additional information regarding the nature/details of the position.

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

Typically, results are returned in 3 business days. Certain factors may extend that time.

## How does MU obtain criminal background information?

The University contracts with Sterling to search databases using on the personal information finalists provide in the online profile (e.g. SSN, driver’s license number, birthdate, etc.)

## How will I know that my final candidate has entered his/her information into the online CBC system?

Reminder emails will be sent to the candidate and the hiring manager each day that the request is not submitted. Once the candidate has completed the CBC request, reminder emails will stop.

## If my final candidate does not have access to a computer, how can he/she complete the online CBC process?

HRS has computers that final candidates may use to complete the online process. If possible, you may also allow your candidate to use a computer in your department.

**Will the final candidate know when he/she has successfully submitted a request?**

The finalist will receive a confirmation of submission email from Sterling. The HRS office will also receive a submission confirmation email.

**If my final candidate is disqualified due to CBC results, who will communicate that information to the candidate?**

HRS will send an email to the Hiring Manager. The department is responsible for contacting the finalist to withdraw the offer. The finalist will receive a letter from HireRight regarding his/her ineligibility for hire.

**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+