Welcome to American DataBank

Thank you for allowing us to serve your background and drug screening needs. We strive to not only meet but work to exceed your expectations to ensure you are pleased with our services.

The following StarGate User Guide provides step-by-step instructions for ordering. However, please know that we provide unlimited, complimentary live support training throughout the client relationship, so please do not hesitate to contact us for assistance.

Actions speak louder than words. We believe you will be pleasantly surprised by the value-added benefits we provide each and every client:

❖ Live, real-time service 6 days a week - without the use of automated systems Complimentary results interpretation to ensure you fully understand report details

❖ Monitoring of legislation and regulatory action with regular client notifications

Thank you for selecting American DataBank. We appreciate your business and look forward to a long-lasting relationship.

Warm regards,

THE AMERICAN DATABANK TEAM

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Monday-Friday	8:00 a.m. – 6:00 p.m. Mountain Time
Saturday	8:00 a.m. – 5:00 p.m. Mountain Time
Toll-free	(800) 200-0853
Local	(303) 573-1130
Fax	(303) 573-1298
Email	support@americandatabank.com
Web	www.americandatabank.com

PLACING AN ORDER

Our web-based StarGate system allows you to:

- ❖ Enter Applicants 24 Hours a Day, 7 Days a Week
- ❖ View Results in Progress
- ❖ Generate Reports
- ❖ Check the Status of Applicants in Progress

1. STARGATE ACCESS

To place your order, you will need to access the StarGate system.
Access to the StarGate system is available through our homepage, www.americandatabank.com

➢ **Click on**

2. ACCOUNT LOGIN

➢ Enter your provided **"Username"** and **"Password"** and click **"Login"**.

If this is your first time logging in, you will be prompted to enter a new password.
The password must have:

- ❖ At least 8 characters
- ❖ At least one lower case letter
- ❖ At least one upper case letter
- ❖ At least one number
- ❖ At least one special or punctuation character, such as $, %, @, !

Tip: After 3 failed attempts your account will be locked for security purposes. Please utilize the Forgot Password option before your third attempt.

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3. PROFILE SUMMARY

After you enter your user name and password or change the password successfully, you will be taken to the Profile Summary Screen. The Profile Summary Screen is where you can check the status of all the profiles that are currently In Progress.

Orders are categorized by **STATUS:**
- ❖ Draft
- ❖ In Progress
- ❖ Complete
- ❖ Flagged
- ❖ Archived

And by **ELAPSED TIME** with each STATUS:

- ❖ 24 hours
- ❖ 24-48 hours
- ❖ 48-72 hours
- ❖ >72 hours

4. MENU GLOSSARY

The Menu bar, located on the left side of the screen, provides convenient shortcuts to all the features in StarGate. Here is what each option does:

Summary: Returns to the profile summary screen/ home page

New: Begins the process for entering a new profile/order

Drafts: Displays profiles entered but not submitted (drafts)

In Progress: Displays profiles that are in progress

Status Detail: Displays profiles with status details from American DataBank

Service Alert: Displays profiles with a Service Alert indicating that results are available and/or action is required

Flagged: Displays in-progress profiles that have been flagged for a criminal record "hit", positive drug test or other result requiring review

Complete: Displays profiles with a 'complete' status

Flagged: Displays complete profiles that have been flagged for a criminal record "hit", positive drug test or other result requiring review

Archive: Displays completed profiles that are now archived

Reports: Displays available reporting options

Set Password: Allows the user to change his/her password

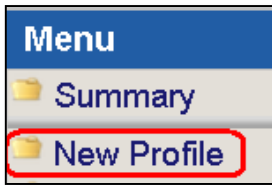**Logout:**   Logs the user out of the system

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5. ORDERING BACKGROUND CHECKS

- ➢ From the menu options on the left side of the screen, select "**New Profile.**"
- ➢ If your account is enabled with **ApplicantExpress**, you will also have an option to "**Send Applicant Request**" to initiate the applicant-entry process.

6. ORDERING BACKGROUND CHECKS – ENTERING APPLICANT INFORMATION

- ➢ Enter your applicant information. Please note fields with asterisks* are required. You can enter an **Acct Code** or **Position** with the profile.
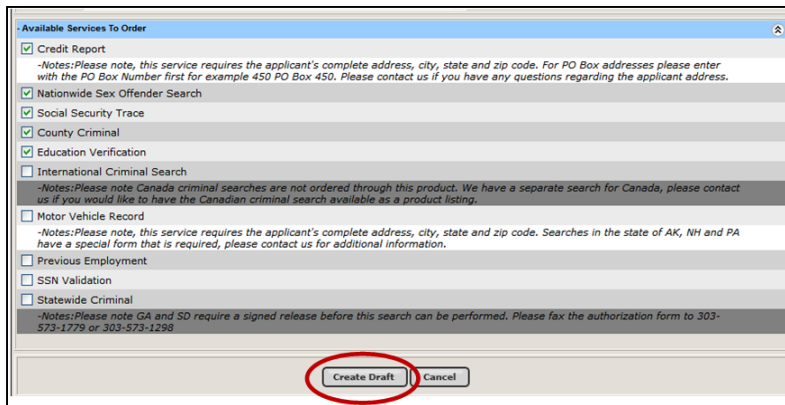

Enter any Alias or Maiden Names you would like to check in the "**Other Names**" field and click "**Insert**." You have the option to add multiple names. The additional names entered will now be available for you to select for your criminal searches. Please note you will be charged per name as each name requires an additional search.

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7. ORDERING BACKGROUND CHECKS – SELECTING SERVICES

After entering the applicant's information, select the services you would like to order and click **"Create Draft"**:

8. ORDERING BACKGROUND CHECKS – EDITING PROFILE INFORMATION

Once the draft has been created, please double check your applicant's information to ensure that all of the information is correct such as the name, DOB, SSN, address, etc.

➢ Click the pencil icon in the upper right hand corner to **edit** your applicant's information if needed.

9. ORDERING BACKGROUND CHECKS – UPLOADING DOCUMENTS

Supporting documents can be uploaded either for the profile or at the service level. It may be best to add the document at the profile level if you have multiple services that may require the document. (I.e. Disclosure & Release Form for Education and Employment Verifications.)

Examples of what documents would be helpful to upload:
- Disclosure and Release Form for Employment/Education Verification or specific statewide searches
- College Diploma for Education Verification
- Forms and Documentation required for a specific service
- Copies of Identification for Canadian Criminal Searches
- Motor Vehicle Check Form for Washington State

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To upload a document at the profile level,

➤ Click on the "**Profile Documents**" link

(0 Profile Documents)

You will be taken to a new page where it will list all documents uploaded.

➤ Click on "**Upload New Document**"

Upload New Document

➤ Select "**Browse**" and upload any file (pdf, doc, docx, png, jpg, etc.) up to 4 MB from your computer.
➤ Enter a name for the file in the "Description" field and click "**Submit**."

Your document is now listed as part of the Profile. You can continue to add additional documents or delete

the document by clicking [🗑]. When you are finished uploading, click on "**Close**" to go back to your Profile.

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10. ORDERING BACKGROUND CHECKS - SERVICES

The services you selected will appear under "Services Ordered":
- 🟢 Services with **green dots** are ordered and do not require additional information.
- 🔴 Services with **red dots** require additional information
  (Ex: specifying county/state, name of previous employer, etc.)

	Services Ordered	
🔴	County Criminal Search	
🔴	Education Verification	
🔴	Employment Information	
🔴	Statewide Criminal Search	
	Sample Package	
🟢	39630063 John Doe	
	Nationwide Sex Offender Search [Sample Package]	
🟢	39630064 John Doe	
	SSN Trace Auto Criminal [Sample Package]	
🟢	39630065 John Doe	

AUTO-CRIMINAL ORDERING SERVICE

Clients who provide American DataBank with their criminal ordering criteria – such as how many years to search, whether to search for alias names and if we should conduct statewide or county searches – can take advantage of our **Auto-Criminal Ordering Service.**

With Auto-Criminal, American DataBank will automatically review the results of the SSN Trace and order the appropriate criminal searches. This eliminates the need for Steps 11 & 12 below.

11. VIEWING SSN TRACE RESULTS

If you order a SSN trace, you have the option to view the SSN Trace results first to verify the residential history and alias names provided by the applicant and then order additional services.

➢ Click **"Transmit Request"** leaving only the criminal searches with the 🔴 **red dot**

➢ You will get a notice that **"The profile contains empty service(s), continue to transmit?"**
Click **"OK"** to continue.

> The profile contains empty service(s), continue to transmit?
>
> [OK] [Cancel]

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➢ The results from the SSN trace are returned instantly and a Service Alert is placed on the order. Click the number in the Service Alert row to view the profile(s) with Service Alerts.

➢ Click on the Profile Number in order to view the details of the Profile.
➢

➢ SSN Trace will appear with a green check mark in "services ordered" indicating that it has been completed. To view the results, click the information icon 🗨 to the right of the service.

➢ The results from the SSN Trace will be displayed within a separate window with any names associated with the SSN, the address history and the dates at that address.

12. ORDERING CRIMINAL SEARCHES AFTER VIEWING SSN TRACE RESULTS

Now you can order your criminal searches based on the address history for your applicant. If the SSN Trace reveals any additional names used by your applicant, you can include them as an alias name back in the "Other Names" field. Refer to Page 7, "6. Ordering Background Checks – Entering Applicant Information." To add the additional information:

➢ Click the **"Notepad"** icon to the right of the service

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The alias name previously entered will appear. Check the name to include in the search. Additional fee may apply.

Select where to conduct the search

Upload any documents to the specific order. Best for services that require additional documentation.
   Example: Diploma for Education Verification
   Copies of ID for Canadian Criminal Search

> Click **"Save"** if this is the only State you want searched or
> Click **"Save & Add Another"** if there are multiple States you want searched.

After you have ordered ALL desired services to the profile, you can click the ⭐ located to the right of the SSN Trace product to remove the Service Alert and allowing the profile to be sent to you upon completion.
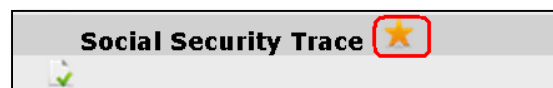
Removing the Service Alert is the last step in the ordering process. Please note, if you do not remove the Service Alert the profile will remain open in a pending status indefinitely.

LOCATING PROFILES

13. SEARCH FUNCTION

Use the search function to easily find profiles that meet specific parameters. In **Find**, enter your search term such as first name, last name, SSN, etc. Under the drop down, specify what search term to look by such as: profile number, name or SSN.

TIP: For a broader list of results, un-check **"Exact"** and check **"Include Stored."**

ADDING TO A PROFILE

14. REOPEN PROFILE

The "Action" drop-drop menu can be used to either copy or reopen a profile. The ReOpen feature allows the user to add additional searches for a completed profile.
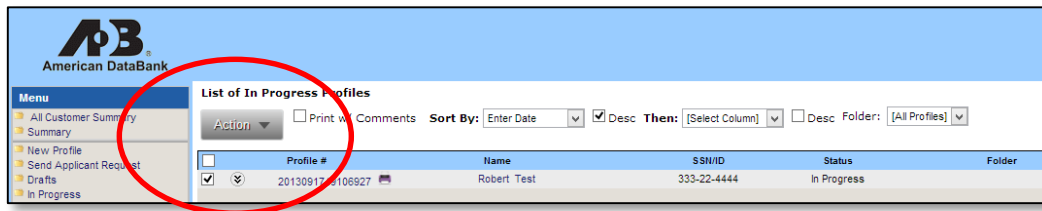
CUSTOMER SUPPPORT:
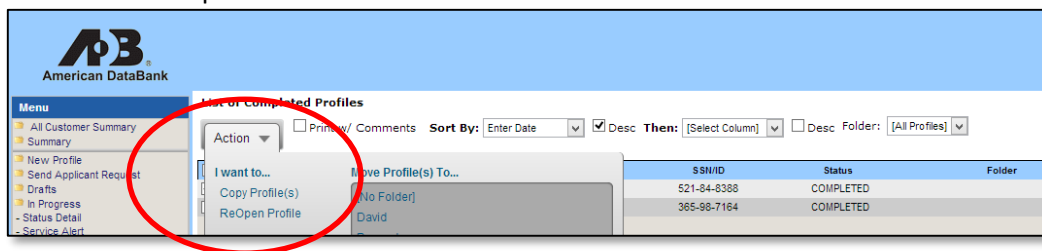**(800) 200-0853**
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This can be used to add a second set of searches (such as verification of previous employment after the criminal searches are completed) or to order a Pre-Adverse Action letter.
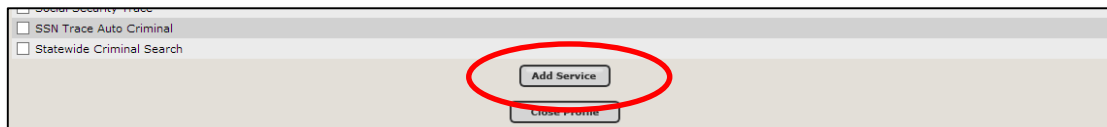
Check the profile you want to reopen:

Then select "ReOpen Profile" from the Action Menu:

Once the profile is open, the services available to be added to the profile appear at the bottom of the form. Select the service(s) to add and click on the "Add Service" button.

15. CONDUCTING RECHECKS

There is a quick way to order rechecks on individuals who already have a profile in the system. Select "Rechecks" from the left navigation menu.
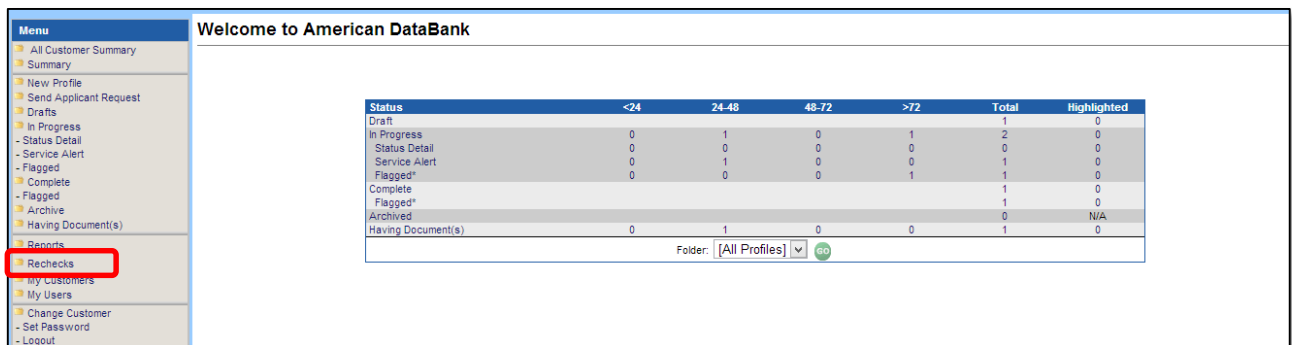
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Enter query parameters to find the profiles for the recheck, select the service or package for the recheck and select "Create Draft":

ADDITIONAL FUNCTIONALITY

16. Multi-Account Dashboard

Clients with more than one account access multiple accounts through a single login. Authorized users can view account details, orders and results for either all accounts or a select account. A convenience drop down allows the user select which account they want to place orders under or view results for:

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Users can create folders to sort orders and reports. The request can be assigned to a folder when the order is placed, or the profile can be moved to a folder at a later time. To assign a request to a folder, simply indicate the appropriate folder when entering the profile:

To move a profile to a folder, simply select the profile from the list and then use the "Action" drop-drop menu to "Move Profile(s) to" and choose the desired folder:

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Q: **What is the difference between county and statewide criminal record searches?**
A: County courthouses often have the most up-to-date records. However, a county criminal record search only looks a records for a single county. Statewide criminal searches include all counties within a State, and as such cover a much broader area.

Q: **My applicant states that this record is not accurate what can be done?**
A: Provide the applicant with a copy of the report. If after reviewing the report, the applicant wants to dispute the information, provide the applicant with American DataBank's contact information.

Q: **Why does another name show up on the SSN trace?**
A: If an SSN is improperly recorded in association with credit, utilities, etc., the inaccurate information may be reported to the repository used for the SSN Trace. There are typically four possible reasons for another name being associated with an SSN:

1. A typographical error. A similar SSN (such as one digit off) was reported incorrectly.
2. The individual is married. Married couples often have joint accounts with both individuals authorized on the account but only one SSN on file.
3. The applicant allowed another individual to use his or her SSN.
4. Identity theft.

Q: **What is a Service Alert?**
A: A Service Alert is a function placed on a profile to keep it in a Pending Status. We have many clients that prefer to order the SSN Trace first, view those results and then proceed to order their criminal record searches, employment verifications, education verifications, etc. The Service Alert holds a profile in pending status (even though the results have returned) so the user can order additional searches.

Q: **Should I remove the Service Alert?**
A: The Service Alert is typically removed after you have ordered all required searches on your applicant. If the Service Alert is not removed, it will keep the _Applicant Profile open indefinitely_.

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