

## Tandem Hire & DISA User Guide

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*Note to user: This document references Tandem Hire which is powered by PrismHR Hiring.  
Also note DISA was formerly Crimcheck.*



## **Tandem Hire and DISA Integration**

DISA (formerly Crimcheck) supports solutions that integrate with Tandem Hire (Applicant Tracking System powered by PrismHR Hiring) through PeopleHub. It's simple to roll out and easy to use. The integration enables you to order background screenings quickly and seamlessly from your Applicant Tracking System without any duplicate data entry. You can track the status and securely view completed reports to improve efficiency and streamline your hiring process.

## **Configuration**

To configure your Tandem Hire account with access to DISA, there's virtually nothing you need to do on your end. The configuration steps are as follows:

1. You will complete and sign DISA's Compliance Agreement and paperwork
2. DISA's Client Support team will activate your DISA eFetch client portal account.
3. DISA's Integrations team will provide your user credentials to PrismHR Hiring so that they can connect your account. The Integrations teams will reach out when the account setup is complete.

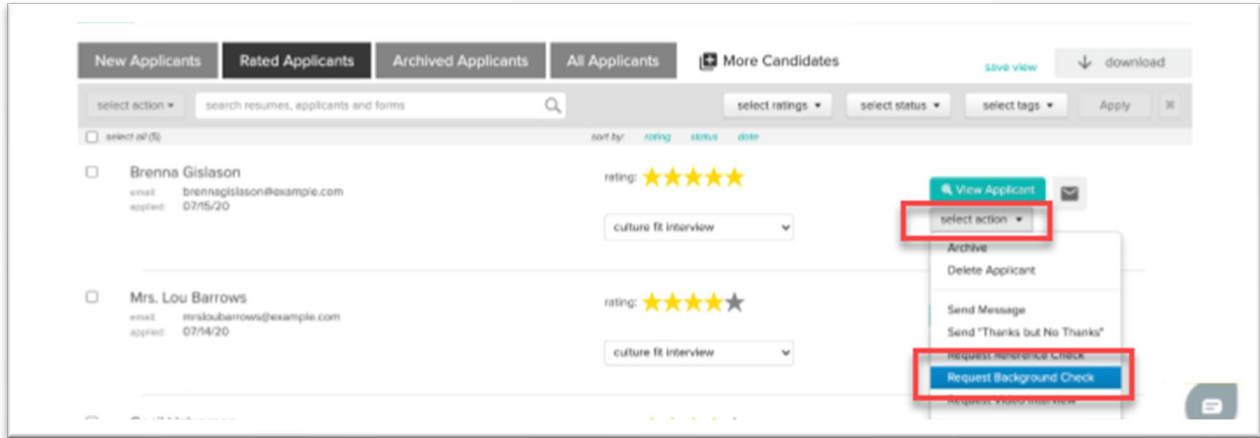
## **Background Checks**

### **What is Applicant Link?**

DISA's Applicant Link is a free tool you can use to easily collect your applicant's data. You select your applicant and choose which package you'd like to run. An email is launched to the applicant allowing them to enter their data and sign an authorization form. This eliminates data entry for you. Applicant Link is included in your Tandem Hire dashboard automatically when integrated.

## Ordering Background Checks

1. To order, select your applicant and click on the action drop-down menu. Select Request Background Check.




2. Select the background check package.

### Send Background Check Select Package

\_\_\_\_\_ offers **applicant-driven background checks** via our partner Crimcheck. Simply select from the packages below, and then we will send an email to this applicant requesting they complete an authorization and provide the necessary information. You will not be charged until the requested background check has been completed.

in partnership with



Basic Package	★★★★	Criminal Background Check, Social Security Number Trace & Sex Offender Check.	Select
Basic Package + Driving Record	★★★★	plus Driving Record Check.	Select
Complete Package	★★★★	plus Education Verification and Employment Verification. (includes verification of the highest educational degree, and either the 2 most recent employers or the previous 5 years of employment, whichever comes first.)	Select
Executive Package	★★★★	plus Federal Criminal Search, Federal Civil Search and Federal Bankruptcy Check.	Select
Complete Executive Package	★★★★	plus Office of Inspector General, Office of Foreign Asset Control, Professional Reference Checking and Professional License Verification.	Select
5-panel Drug Screen	★★★★	Screen for Amphetamines, Opiates, Phencyclidine, Cocaine & Marijuana. Applicants will be directed to a drug screening facility nearest their location.	Select
10-panel Drug Screen	★★★★	Screen for Amphetamines, Opiates, Phencyclidine, Cocaine, Marijuana, Barbiturates, Methadone, Benzodiazepines, Propoxyphene & Methaqualone. Applicants will be directed to a drug screening facility nearest their location.	Select

Please select one package and/or one drug screen. After you have made your selections, please click Next to continue:


Next

3. Read the terms of service and select 'I certify that these statements are correct'

### Send Background Check Terms of Service

\_\_\_\_\_ offers **applicant-driven background checks** via our partner Crimcheck. Please review the following certifications and indicate your agreement by clicking the button below.

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- End user certifies that it shall order Background Reports solely for "employment purposes," as defined by the FCRA.
- End user certifies that it shall not use information contained in a Consumer Report or Investigative Consumer Report provided by Crimcheck in violation of any applicable federal or state equal employment opportunity law or regulation.
- End user certifies that, if it is contemplating taking adverse action based in part or whole on a Background Report from Crimcheck, it shall follow all legally-required "adverse action" procedures specified by applicable federal, state or local law.
- End user certifies that it will only order motor vehicle records and/or driving records (collectively "MVRs") in strict compliance with the Driver Privacy Protection Act ("DPPA").
- End user certifies that they shall only request Background Reports for one-time use.
- End user acknowledges that it has received a copy of required Federal Notices, "A Summary of Your Rights Under the Fair Credit Reporting Act" and "Notice to Users of Consumer Reports" (included with your electronically signed agreement).
- End user certifies that it has in place procedures to properly dispose of records containing this information. Federal regulations have been issued that cover disposal.

Back
I Certify that these Statements are Correct
←

## 4. Confirm your order details and then Place Order.

**Send Background Check** Place Order

Please review your order below, and click **Place Order** to begin the process. You will not be charged until the background check has been completed.

In partnership with  


**Selected**

Complete Package [Progress Bar]

**Options**

Standard processing selected, 2 to 4 business days

An additional fee for a criminal search will automatically be added to your total charge if the search subject jurisdiction falls within the following states: Mississippi, Louisiana, Alabama, Arkansas

The State of New York charges an additional fee of \$100. **You have enabled this search.** You will only be charged this additional fee if an applicant has a current or past address.

Back
Place Order
←

## 5. After sending the Applicant Link request, the applicant's profile and their status on the activity page will display "sent background check request."

**Example Applicant** ✕

★★★★★ Set applicant status...

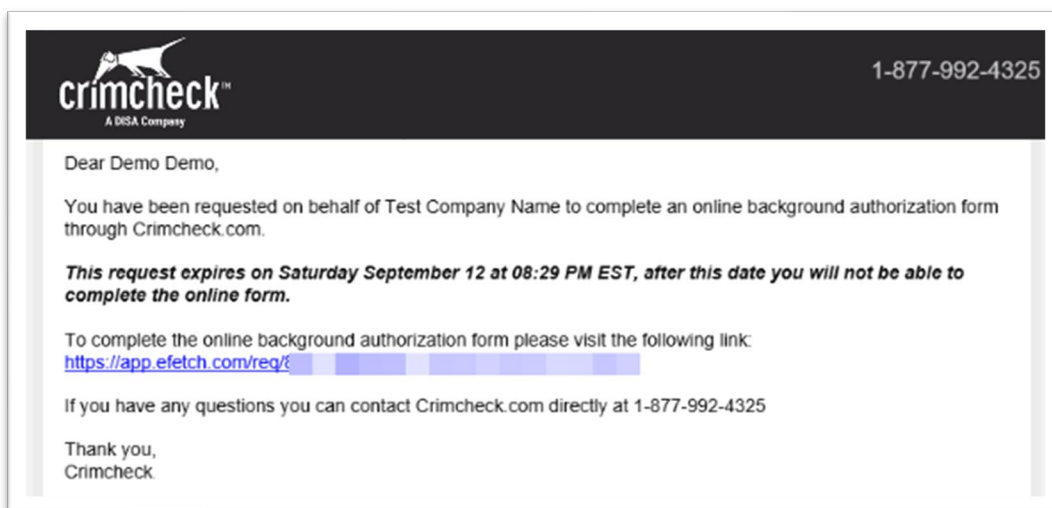
Messages
Share
Verify
Send Offer
Mark as Hired

🗨️
📄
🖨️
🗑️
⏪
⏩
 auto next

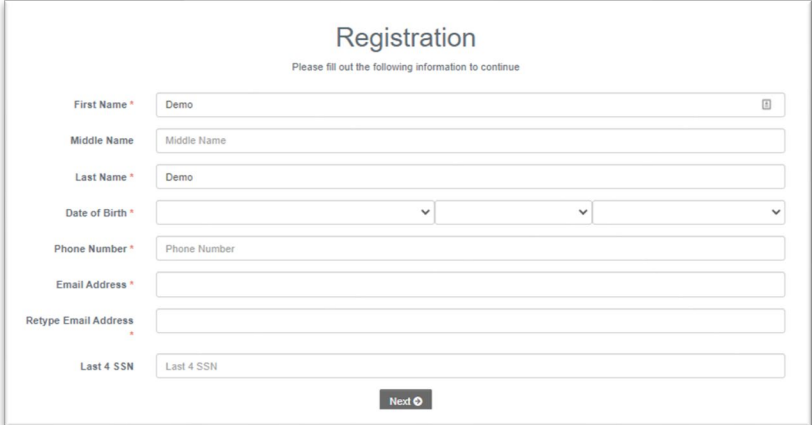
	Action	By	Date
<ul style="list-style-type: none"> <li><span>👤</span> Applicant Info</li> <li><span>📄</span> Cover Letter</li> </ul>	Sent Background Check Request		9/11/20 2:02PM

## The Applicant Experience

- The applicant will receive an email requesting they complete their online authorization form from any computer or mobile device with internet access.

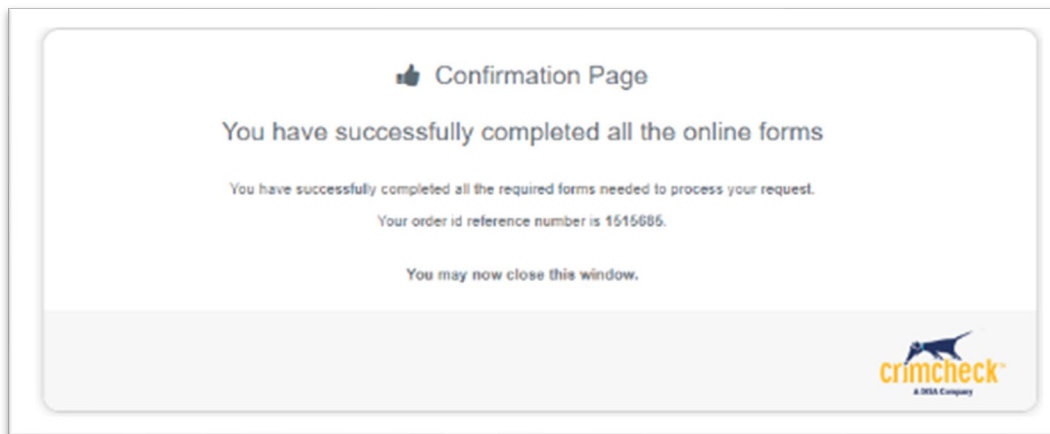


- The applicant will follow the prompts to enter their information, electronically sign the background authorization and view required disclosures.

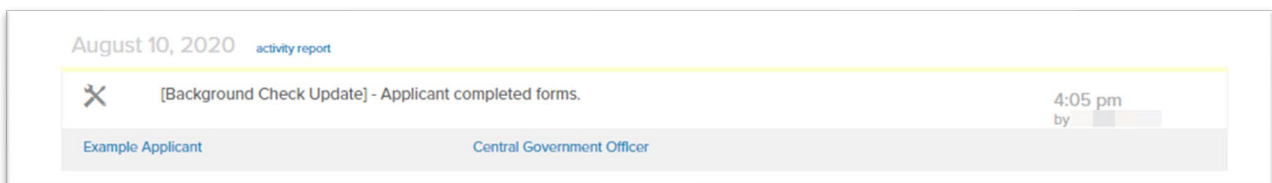


The screenshot shows a registration form titled "Registration" with the instruction "Please fill out the following information to continue". The form includes the following fields: First Name (filled with "Demo"), Middle Name, Last Name (filled with "Demo"), Date of Birth (three dropdown menus), Phone Number, Email Address, Retype Email Address, and Last 4 SSN. A "Next" button is located at the bottom right of the form.

Once they have entered all of their information in each screen and read all acknowledgements, they will see a Confirmation Page indicating they have successfully finished.

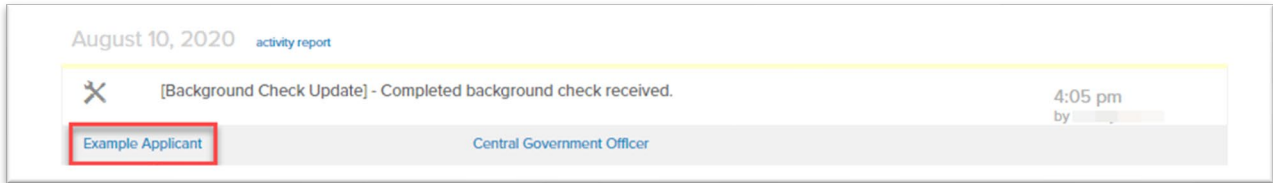


- At that point, you will see the status change to "Applicant completed forms" on the activity page in Tandem Hire.




## View Order Results

1. When your background check is completed, you'll receive an activity notification that the completed background check was received.



2. Click on the applicant's name to view their profile, then navigate to the Restricted Files section. The background check report will appear as a PDF file which you can click open. Clicking the report link will open the report PDF. You can also view more details by logging into your eFetch Client Portal.



P.O. Box 361309  
Strongsville, OH 44136  
Toll Free 1-877-992-4325

**Background Screening Report**  
Demo Account  
Demo Subaccount  
Package: Level I

File # 3398481  
Created 03/12/2024 02:16 PM EST  
Completed 03/15/2024 04:19 PM EST  
Billing Code gfgfd

Subject John L. Doe  
DOB 1/1/1995  
Address Morristown, NJ

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### EXECUTIVE SUMMARY REPORT

Service	Searched	Completed
Criminal Check	MORRIS COUNTY, NJ	03/15/24 04:18 PM
Criminal Check	NEW CASTLE COUNTY, DE	03/15/24 04:18 PM
National Criminal Database		03/15/24 04:18 PM
10 Panel Drug Screening		03/15/24 04:18 PM
SSN Trace	XXX-XX-5656	03/15/24 04:18 PM
Sex Offender Search (National)		03/15/24 04:18 PM

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### APPLICANT SUMMARY

<b>Subject</b>	John L. Doe
<b>Aliases</b>	John Smith
<b>SSN</b>	XXX-XX-5656
<b>DOB</b>	January 01 1995
<b>Address</b>	123 Street Morristown, NJ 07960
<b>Email</b>	[Redacted]

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### COUNTY CRIMINAL RECORD SEARCH - FELONY & MISDEMEANOR

<b>State Searched</b>	Delaware
<b>Jurisdiction Searched</b>	New Castle County, DE
<b>Dates Searched</b>	3/13/2017 to Present
<b>Results</b>	<b>No Record Found</b>

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<b>State Searched</b>	New Jersey
<b>Jurisdiction Searched</b>	Morris County, NJ
<b>Dates Searched</b>	3/13/2017 to Present
<b>Results</b>	<b>No Record Found</b>

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**Comments** Our office conducted a criminal record search within the above jurisdictions and no reportable criminal records were found. The jurisdictions were identified by

## eFetch Client Portal's Additional Functionality

The DISA eFetch Client Portal has additional functionality you have access, including:

<b>Order Comprehensive</b>	Manual self-entry
<b>Bulk Order Processing</b>	Process multiple background requests at once using an Excel spreadsheet
<b>Adverse Action</b>	Automatically send the Pre-Adverse Action and Adverse Action notices to the candidate(s) via email
<b>Reports and Analytics</b>	Access to different data points and reports including volume, turnaround time, hit rate, and much more
<b>eFetch Academy</b>	Library of resources, forms, and industry new articles

To access your DISA eFetch dashboard, visit <https://clients.efetch.com> and enter your login credentials.

## Support

The DISA Client Support Team is available Monday - Thursday from 7:00 AM – 7:00 PM (CST) and Fridays from 7:00 AM – 5:30 PM (CST) at 1.877.992.4325 (option 0). Alternatively, you may contact:

**Your Solution Center**  
**Monday – Friday, 8:00 AM – 5:00 PM (CST)**  
**630.468.9298**  
**YSC@TandemHR.com**  
**Chat live at TandemHR.com**