

# Background Check Integration

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# Overview

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By performing routine background checks on your volunteers and employees, your ministry limits risk, exercises due diligence, and protects people and resources.

The integrated background service is with a trusted background screening company, Protect My Ministry. These packages and services are designed specifically for faith-based organizations. Simply establish an account and request employee and volunteer background checks directly from within the program.

Requesting employee and volunteer background checks can be done by following the instructions in the **How to order a Background Check** section. As part of ordering a background check, there is a link to sign up for a Protect My Ministry account (if you have not already done so).

After you establish an account, you should configure your settings and setup security which are both covered in the **Configuring your Protect My Ministry settings** and **Security** sections.

There are also a couple of sections that explain how to view the results of the background checks. That capability is covered in the **View a Background Check for an Individual** and the **View Background Checks for a Group** sections.


# How to Order a Background Check

The first step to ordering a background check is to locate the individual. The following steps guide you through locating “Liz Baker” and selecting the option to order a Background Check.

1. Click the **Search** option from the Top menu.



2. Type the last name of “Baker” in the **Search** box.

3. Click on either the **First** or the **Last** name link for the name “Liz Baker”.

| First                    | Last                  |
|--------------------------|-----------------------|
| <a href="#">+ Liz</a>    | <a href="#">Baker</a> |
| <a href="#">+ Philip</a> | Baker                 |

4. Notice you are on the **View** tab by default. (Ordering a background check can only be accessed from the **View** tab.) Click the **Gear** icon and then select the **Order Background Check** option.



The profile page for Liz (Elizabeth) Baker is shown. At the top left is a circular profile picture. To its right is the name "Liz (Elizabeth) Baker". Below the name is a horizontal menu with tabs: "View", "Edit", "Family", "Interactions", "Attendance", "Giving", and "Account". The "View" tab is selected. Below the tabs, the "Gender" is listed as "Female". At the bottom left, the "Phone" field is empty. At the bottom right, the "Family" section shows "Primary Memt". A gear icon in the top right corner has been clicked, opening a dropdown menu with two options: "Print Profile" and "Order Background Check", with a hand cursor pointing to the second option.

If you have not setup an account with Protect My Ministry, select the [Click here](#) link to sign up for an account.

## Background Check Order Form



If you have a Protect My Ministry account provide your account information below.  
Or [Click here](#) to signup for an account.

The Protect My Ministry sign up page displays. Complete this form and then click the **Submit** button. After Protect My Ministry has established your account, an email with your username and password is sent to the Contact Email specified on the sign up page.

The screenshot shows the sign-up page for Protect My Ministry. At the top, there is the logo and the tagline "Powered by: BACKGROUND CHECKS FOR YOUR PEACE OF MIND." Below this is a green banner with the text "Please complete the form below to sign up:". The form itself is white with a light green border and contains several input fields:

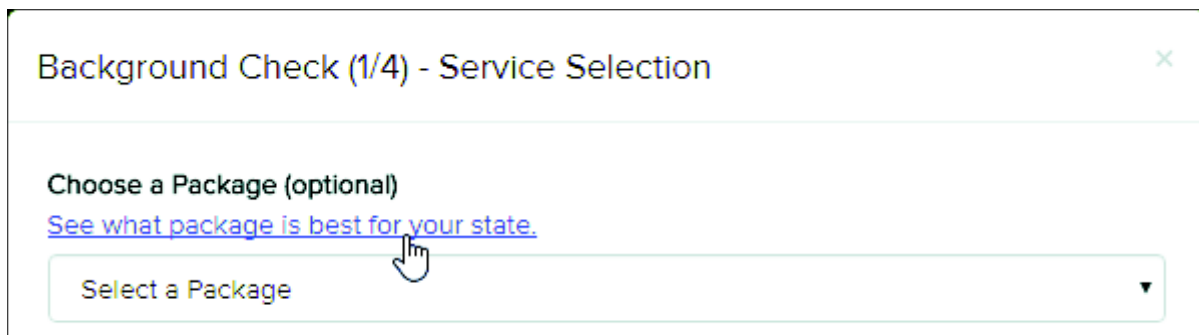
- Enter Client Code (if applicable):
- \*Organization Name:
- \*Street Address:
- \*City:
- \*State:
- \*Zip:
- \*Contact Name:
- \*Contact Email:
- \*Telephone:
- Fax:

# 1. Background Check – Service Selection

The first step in the process of ordering a background check is to select the type of service you want run on the applicant. The information below explains the various options on the Service Selection window.

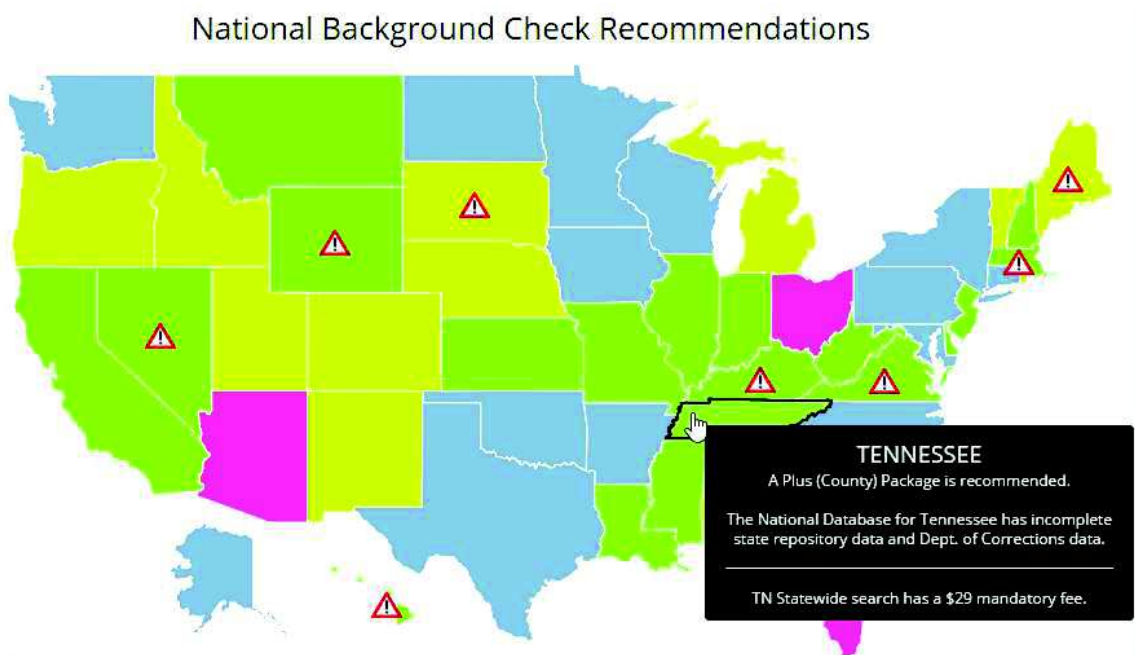
## Choose a Package (optional)

Click the [See what package is best for your state.](#) link to view the **National Background Check Recommendations** page.



## National Background Check Recommendation Page

Hover over any state on the map to display the background check recommendation for that state. Depending on where you live, either the State or County package is recommended as a Plus package. In some states, only a Basic package is recommended. An explanation of why the service selection is recommended displays on the hover message.



Even though a specific package is recommended for each state, you have the option of ordering services separately. Select individual services under the **Services** header or select a package on the drop-down menu (under the **Choose a Package** header). Below are the package options:

**BASIC:** Includes the following services.

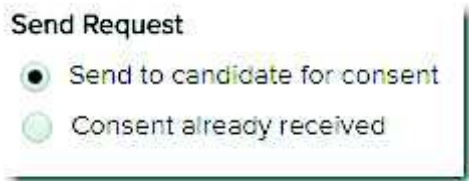
- Social Security Number (SSN) Trace
- Multistate Criminal Search
- Multistate Sex Offender Registry

**PLUS:** Includes everything from the **BASIC** package plus one of the services listed below.

- **County Criminal Search:** Click the [County Criminal Search](#) link to view the **Mandatory County Fees** listing. (If the **Consent already received** radio button is selected, then selecting this option displays a place to specify an Alias First Name, Middle Name, and Last Name on Step 3 of this process. The Alias name is an additional name used for searching the county criminal records.)
- **Statewide Criminal Search:** Click the [Statewide Criminal](#) link to view the **Mandatory Statewide Fees** listing.

**NOTE:** The “Federal District Search” and “Motor Vehicle Registry” services can be added to either package for an additional charge (including any fees).

## Send Request



- **Send to candidate for consent:** This is the default option and it automatically records when the consent has been received. After the background check has been submitted, a link to the consent form is emailed to the applicant requesting consent for the background check.

**NOTE:** The emailed link never expires. Be aware that you could potentially be charged for a background check months after the applicant was sent the consent form. The background check can't run until the consent is received. To minimize that risk, you should delete any orders you no longer want. Refer to the **View Background Checks for a Group** section for details on how to delete a background check.

- **Consent already received:** This option is used when a signed consent form has already been received. An email is not sent to the applicant before processing the background check. This method is used less because there is no tracking in the software to show that you have received the consent already. The organization needs to keep and file the consent.

Click the **Next** button to proceed with the **Background Check** process.

## 2. Background Check – Option Details

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The information below explains the various options on the **Option Details** window.

**Billing Reference Code (optional):** Both letters and numbers are accepted (and some special characters). Entering a Billing Reference Code allows you to track how many background checks have been run by grouping the total for each Billing Reference Code.

### Billing Reference Code (optional)



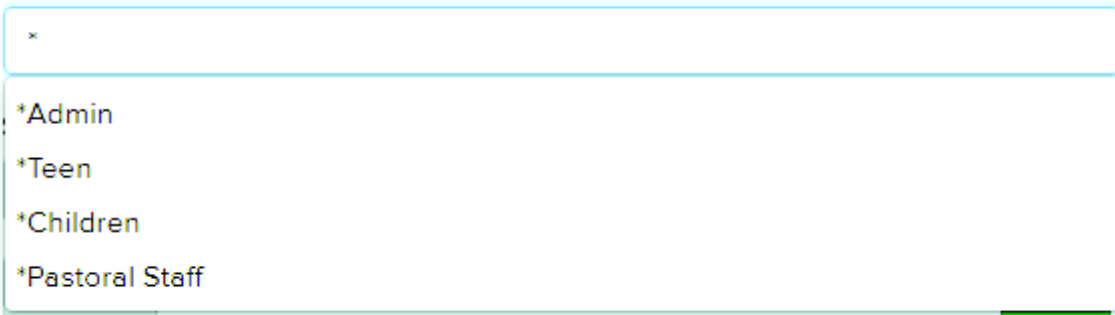
\*Music

For example, you could use the Billing Reference Code to track the background checks for each department. If you process 12 background checks for the code “Children” and 5 for the code “Music”, then the monthly report will show 12 for the code “Children” and 5 for the code “Music”. Without these codes the monthly report will show 17 total with no breakdown.

**NOTE:** It is important that the code be entered consistently for each application that is processed. The code must be entered **exactly** the same each time in order to group those background checks together on the monthly report. This includes capitalization of the code. If one time you enter “Children” and another time you enter “CHILDREN”, then your report will have two separate summaries for each instance of the children code.

To help reduce the number of duplicate Billing Reference Codes, you may want to designate a special character such as an asterisk (\*) to enter in front of the reference code. This means that the next time you run a background check, you can type an asterisk (\*) into the Billing Reference code field to view and select from any of the previously used Billing Reference codes.

### Billing Reference Code (optional)



\*


- \*Admin
- \*Teen
- \*Children
- \*Pastoral Staff



**State:** If doing a statewide search, you need to select the state where you want the records searched. This may be the applicant’s current state of residence or if they have moved recently, may be their prior state of residence.

**State Jurisdiction Code:** The State Jurisdiction Code auto-populates based on the state selected.

**Zipcode:** Enter the zipcode for where you want the background check to search.



The screenshot shows a form with the following elements:

- State:** A dropdown menu with the text "Select a State..." and a downward arrow.
- State Jurisdiction Code:** A dropdown menu.
- Zipcode:** A text input field.
- Go Back:** A light blue button.
- Next:** A bright green button.

Click the **Go Back** button to navigate back to the **Service Selection** window.

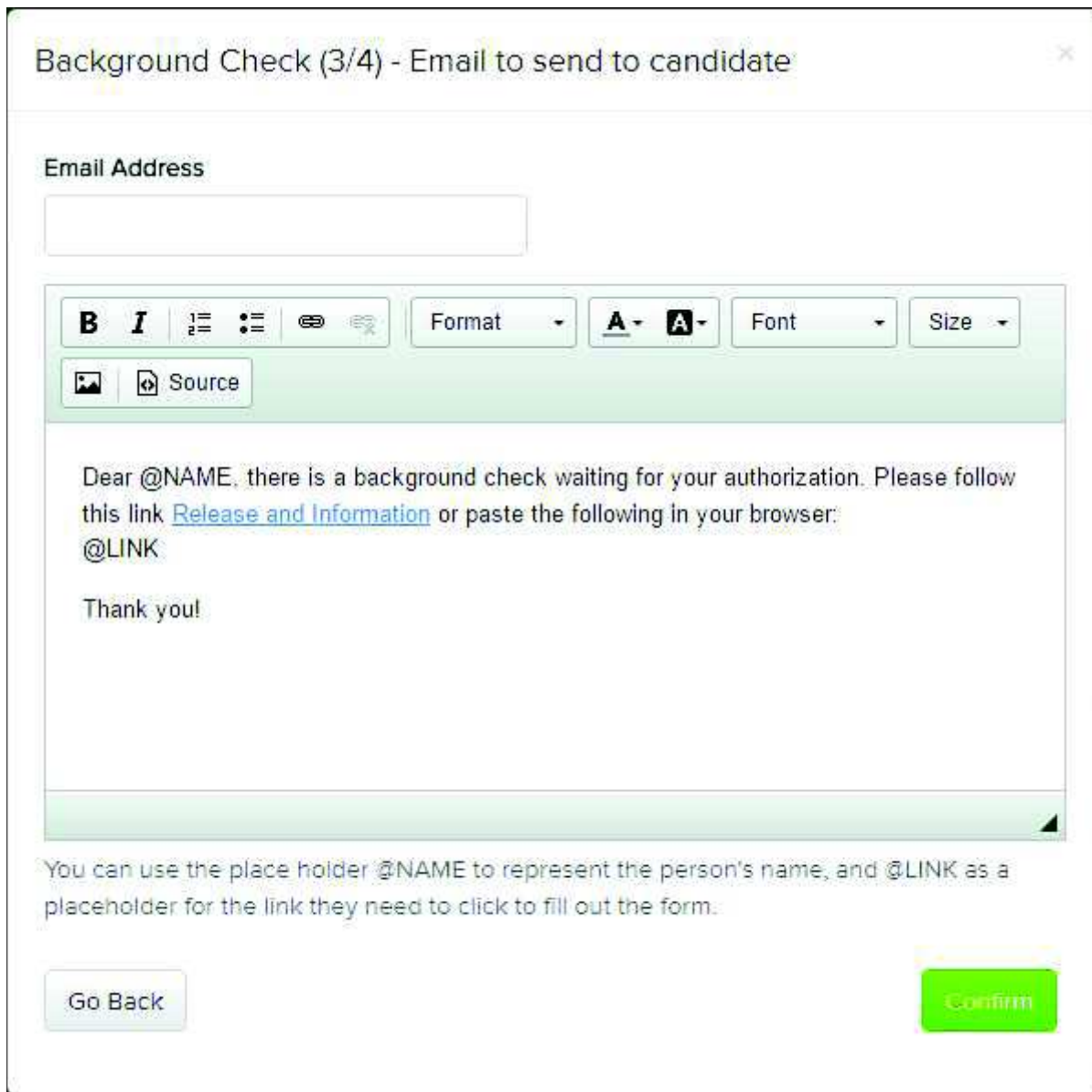
Click the **Next** button to proceed with the **Background Check** process.

### 3. Background Check – Email to send to Candidate / Member Details

One of two windows displays for Step 3, depending on which Send Request option was selected on Step 1.

- If the **Send to candidate for consent** option was selected, then the **Email to send to candidate** window displays.
- If the **Consent already received** option was selected, then the **Member Details** window displays.

**Email to send to candidate** – Enter the Email Address and make any desired changes to the email draft. Click the **Confirm** button to proceed with the Background Check process.



Background Check (3/4) - Email to send to candidate

Email Address

**B** **I** Format Font Size

Source

Dear @NAME, there is a background check waiting for your authorization. Please follow this link [Release and Information](#) or paste the following in your browser:  
@LINK

Thank you!

You can use the place holder @NAME to represent the person's name, and @LINK as a placeholder for the link they need to click to fill out the form.

Go Back Confirm

**Member Details** – Depending on the options you have selected, some or all of the following fields are listed: First Name, Middle Name, Last Name, SSN, DOB (mm/dd/yyyy), Gender, Ethnicity, Driver’s License Number, State, County, City, Street Address, Zip code, Email Address, and Alias. (There are additional fees associated with submitting a court search using an Alias name.)

**NOTE:** The **Email Address** field defaults to using the **Primary Email** field from the individual’s record. If it is blank, enter an email address here. The email address entered here is automatically updated as the **Primary Email** on the individual’s record.

Background Check (3/4) - Member Details

**Important:** We have filled in values from Elizabeth Baker's profile but, you must use their full legal name.

|                                       |  |
|---------------------------------------|--|
| <b>First Name</b><br>Elizabeth        | <b>Middle Name</b><br>                   |
| <b>Last Name</b><br>Baker             | <b>SSN</b><br>                           |
| <b>DOB (mm/dd/yyyy)</b><br>04/22/1980 | <b>Gender</b><br>Female                  |
| <b>Ethnicity</b><br>                  | <b>Driver's License Number</b><br>       |
| <b>State</b><br>Tennessee             | <b>County</b><br>                        |
| <b>City</b><br>Cordova                | <b>Street Address</b><br>296 Pecan Trail |
| <b>Zipcode</b><br>38016               | <b>Email Address</b><br>                 |

**Alias**

|                   |                    |                  |
|-------------------|--------------------|------------------|
| <b>First Name</b> | <b>Middle Name</b> | <b>Last Name</b> |
|                   |                    |                  |

[+ Add New Alias](#)

[Go Back](#) [Confirm](#)

Click the **Go Back** button to navigate back to the **Option Details** window.

Click the **Confirm** button to proceed with the **Background Check** process.

## 4. Background Check – Confirm Your Order

Review all of the information on the **Confirm Your Order** window. The information displayed here varies depending on the services, packages or other options you selected.

Background Check (4/4) - Confirm Your Order

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### Services Selected

County Criminal Search, Multistate Criminal Search, SSN Trace, Multistate Sex Offender Registry, Motor Vehicle Registry, Statewide Criminal, Federal District Search

### Service Options

Consent received: Yes  
Have written authorization: Yes

### Option Details

State: North Dakota  
State Jurisdiction Code: North Dakota  
County: Sargent  
Zipcode: 38016

### Candidate Information

#### Member Details

First Name: Elizabeth  
Last Name: Baker  
SSN: 999-11-2310  
DOB: 04/22/1980  
Gender: Female  
Ethnicity: White  
Driver's License Number: TN12345678  
State: Tennessee  
County: Shelby  
City: Cordova  
Street Address: 296 Pecan Trail  
Zipcode: 38016  
Email: ElizabethBaker@Example.com  
First Name: Liz  
Last Name: Bakker

#### Alias Warning


Additional fees will be present since an alias has been entered.

[Go Back](#) [Submit](#)


**NOTE:** If the option to **Send to candidate for consent** was selected, the application is not processed until Protect My Ministry receives consent from the applicant. (After consent is received, it normally takes 24-48 hours to receive the results depending on the courts being searched.)

You can view the status of the background checks and whether the status is pending with the candidate or pending with Protect My Ministry (consent has been submitted) by going to either the Reports or Groups areas of the program. Detailed steps for viewing the status of background checks is explained in the **View a background check for an individual** and the **View Background Checks for a Group** sections of this document.



Click the  button to return to a previous window and make changes.



Click the  button if the information displayed is correct. The background check application is then sent to Protect My Ministry for processing.

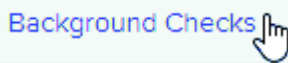
# View a Background Check for an Individual

After a Background Check has been submitted, you can review the status of the Background check on the **Reports > Background Checks** page.

1. From any page, select the **Reports** menu option.



2. From the **Reports** page, select the **Background Checks** tab.



3. All of the Background Checks are listed. To narrow down the list, click the **Gear** icon and then select the **Filter** option.



4. Select your desired criteria and then click the **Submit** button when you are finished.

A screenshot of a filter form with a light green background. It contains several input fields and dropdown menus. The fields are: "Start Date" (empty text box), "End Date" (empty text box), "Status" (dropdown menu with "Pending (PMM)" selected), "Recommendation" (dropdown menu with "Select a recommendation" selected), "Group" (text box with "Choose Group(s)" and a link "Enable Multiple" to its right), and "Billing Reference" (dropdown menu with "Select a Billing Reference" selected). At the bottom right, there are two buttons: a green "Submit" button and a grey "Reset" button. A hand cursor is positioned over the "Submit" button.

5. The Background Checks display.

| Candidate                       | Services                                      | Status        | Recommendation | Date       | Details                      |
|---------------------------------|---|---------------|----------------|------------|------------------------------|
| <a href="#">Elizabeth Baker</a> | Plus (County) Package                         | Pending (PMM) |                | 05/16/2016 | <a href="#">More Details</a> |
| <a href="#">Ryan Test</a>       | Plus (County) Package, Motor Vehicle Registry | Pending (PMM) |                | 05/13/2016 | <a href="#">More Details</a> |

Click the **Name** link to view the individual information page for that applicant.



Click the **More Details** link to view the **Background Check Details** window.



The **Background Check Details** window displays the details for the order and a Log History. The **Log History** lists the package or services ordered and the status of that order.

Log History

| Type                 | Recommendation | Time                   | Result                   |
|----------------------|----------------|------------------------|--------------------------|
| Emailed to Candidate |                | 05/12/2016 08:53:37 AM |                          |
| Order Submitted      |                | 05/12/2016 08:54:40 AM |                          |
| Results              | Accept         | 05/12/2016 08:56:26 AM | <a href="#">View PDF</a> |

Click the  link to view the results on a new tab in your browser.

# View Background Checks for a Group

The Background Check functionality has also been added to Groups. The following steps guide you through viewing the Background Check functionality for the “Elder” group.

1. From any page, select the **Groups** option.



2. Click on the **Elder** group listed on the grid.



3. Click the **Fields** pull-down button on the right. Scroll down and then click the **Background Check** box.



4. Notice that a **Background Check** column is displayed. If a background check has been submitted, the date of the submission is listed. This is a quick way to identify individuals in a group that need a background check processed.

## Individuals in Elder

List   Directory   Add   Visitors

Group Leader(s): None (Edit) ⚙️ Fields ▾

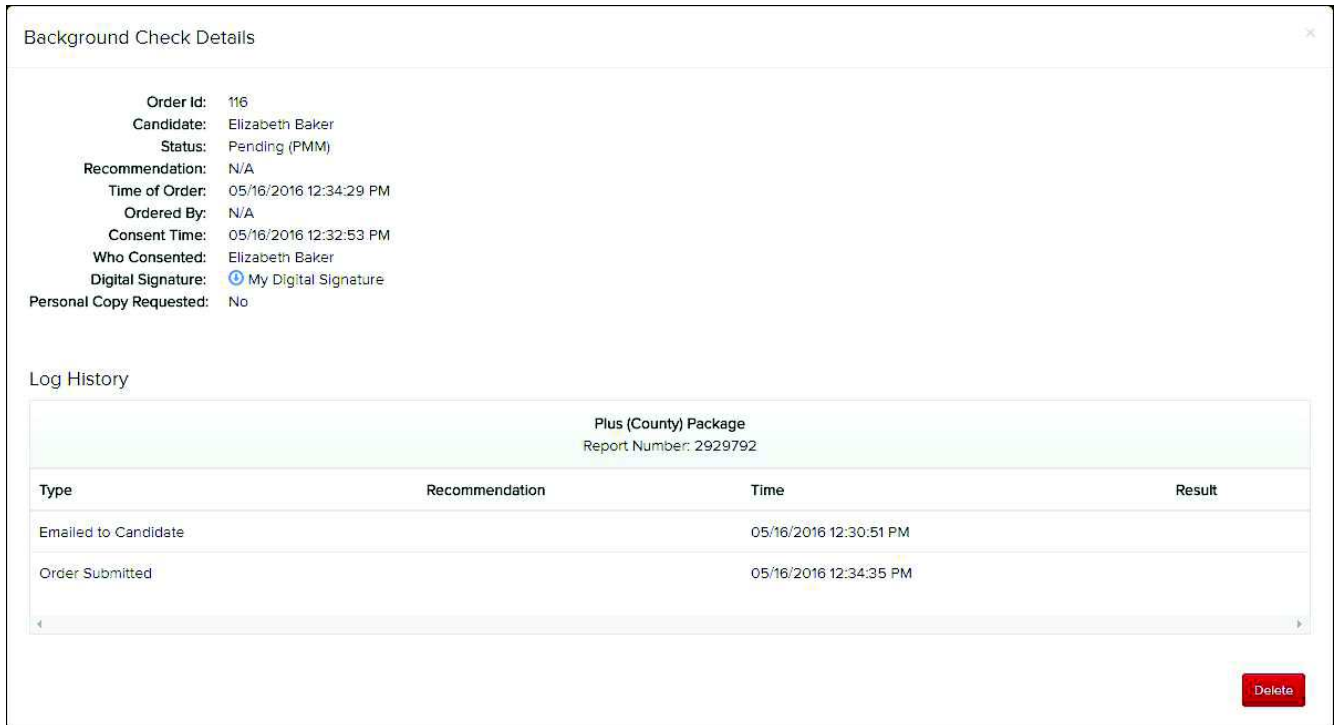
| <input type="checkbox"/> | First Name | Last Name | Active? | Background Check |
|--------------------------|------------|-----------|---------|------------------|
| <input type="checkbox"/> | Liz        | Baker     | Y       | 05/16/2016       |
| <input type="checkbox"/> | Jim        | Hodge     | Y       |                  |




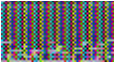
5. Click the **Date** link displayed under the Background Check column.



6. Notice the **Background Check Details** window appears.



When you are finished viewing the Background Check Details, click the **Cancel**  icon in the upper right-hand corner.

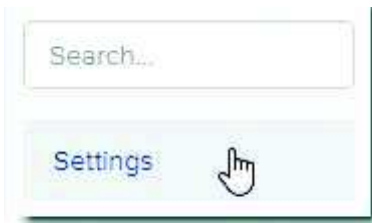
Do **NOT** click the  button unless you want to permanently remove this Background Check.

# Configuring your Protect My Ministry Settings

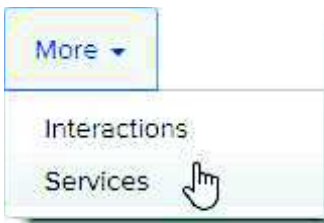
The Protect My Ministry add-on feature is beneficial to your organization for maintaining all information needed for each individual in one system. Having current background checks on every individual is imperative for your organization and the children you are called to protect.

The following steps navigate to the **Protect My Ministry** settings.

1. Select the **Settings** option on the right-side navigation menu (located under the Search box).



2. From the **Settings** page, select the **More** pull-down tab and then select the **Services** option.



3. Notice the section labeled **PROTECT MY MINISTRY** displays. This is where you enable the **Protect My Ministry** add-on feature and configure the settings for how this feature is used.

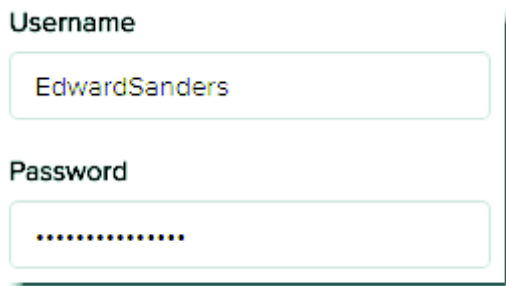


The information below explains how to configure the **Protect My Ministry** settings.

- **Enabled/Disabled:** Click the **Enabled** radio button to display the Protect My Ministry settings. Select the **Disabled** radio button to hide the Protect My Ministry settings. (If you click the **Disabled** radio button and then click the **Save** button, the Username and Password fields are cleared.)



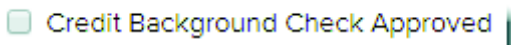
- **Username/Password:** Enter a valid Username and Password here to eliminate the need to enter the Username and Password the first time a background check is ordered. After ordering a background check the first time, the Username/Password is saved on the Settings page automatically for you. **NOTE:** If you have not signed up for an account with Protect My Ministry, a signup link displays when a background check is ordered.

A screenshot of two input fields. The top field is labeled "Username" and contains the text "EdwardSanders". The bottom field is labeled "Password" and contains a series of dots. Both fields are enclosed in a light blue rounded rectangular box.

- **Credit Background Check Approved:** Do NOT select this option until after you have contacted Protect My Ministry to have this option enabled. You can either indicate that you want this option as part of the initial signup form or you can add this option at a later date by sending an email to [Support@ProtectMyMinistry.com](mailto:Support@ProtectMyMinistry.com).

By activating this feature, you are verifying that you have been authorized by Protect My Ministry (PMM) for this feature. PMM has to do a site inspection and verify that specific rules and processes are in place to qualify for this service.

Once authorized for this service, you are able to run credit checks on individuals as part of the background check process. The Credit Background Check provides a general sense of creditworthiness for your applicant and includes information on open credit lines, major credit issues like bankruptcies or late payment history, etc. (FICO scores are not included on this report.)



**Member Authorization Request Email Template:** This is the default email that appears on step 3 of the Background Check process. Use the **@NAME** variable to represent the individual’s name and the **@LINK** variable to represent the background check authorization link.




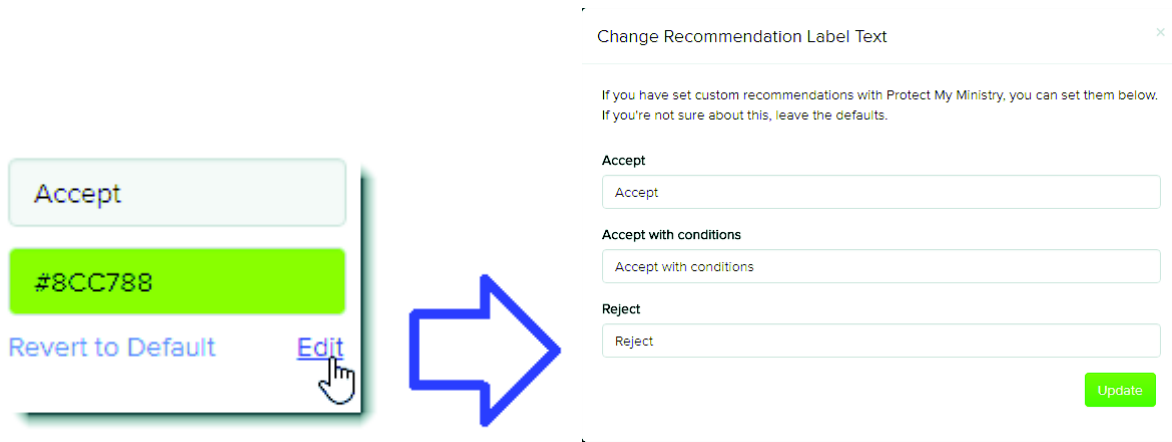
**Enable Adjudication:** This is an additional service provided by Protect My Ministry (PMM). It is a pass/fail criterion that helps simplify your organization’s review process. Adjudication is where PMM accepts or rejects applications based on criteria that you set. PMM administers these criteria automatically for you.

**Enable Adjudication**

For example, if you set criteria to reject an applicant when a criminal search comes back with unfavorable records, then the adjudication results are displayed automatically on the **Reports > Background Check** page. The **Recommendation** column displays the adjudication results for each background check by using a colored circle icon and a description. The default descriptions are “Accept”, “Accept with conditions”, and “Reject”.

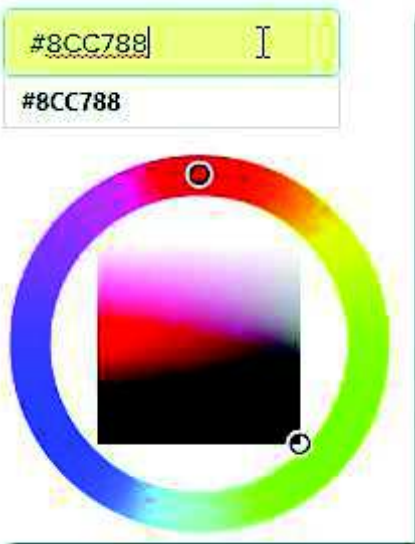
**NOTE:** Protect My Ministry (PMM) must be contacted if the descriptions are modified because the file that is submitted to PMM and the results that are returned are keying off of the default descriptions. After PMM is contacted with the modified descriptions and the “Submission and Results” process has been changed to use the modified descriptions, then the descriptions can be changed.

To change the descriptions, click the  link located under any of the description and color fields. The **Change Recommendation Label Text** window appears. This is where you modify the descriptions.



Click the **Update** button to save your changes, or click the “X” in the upper right-hand corner to cancel this process.

The colored circle icons can be modified as often as you desire and no contact with Protect My Ministry is necessary. To change a colored circle icon, click on a color field and use the **Color-picking** control or enter the hexadecimal color value in the field.



Click the [Revert to Default](#) link to change the color to the default color.

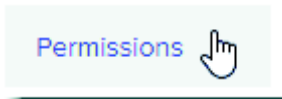
**NOTE:** If you want to undo all your changes, you can always refresh the page by pressing the **F5** key. This sets the entire page back to how it was before any changes were made.

# Security

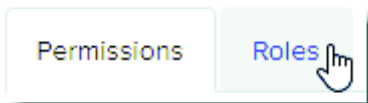
The security options for Protect My Ministry are managed under a role-based security system. Specific rights are assigned to each role and then roles are assigned to each user.

The following steps guide you through the process of assigning the background check options to the “Pastoral Staff” role. (Anyone assigned to the Pastoral Staff role automatically inherits these new rights.)

1. From any page, select the **Permissions** option on the right-side navigation menu.



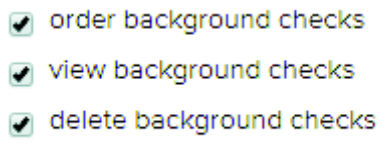
2. From the **Permissions** page, click the **Roles** tab.




3. Roles are indicated as gray headers on the **Roles** page. Click the **Edit**  icon for the **Pastoral Staff** role.



4. From the **Edit Role** page, select the 3 background check options listed under the **Members** section.



**NOTE:** A volunteer role may have rights to only “order background checks” because you typically do not want volunteers viewing or deleting background checks. It is recommended that you restrict the option to “delete background checks” to your Admin role so that important and needed records are not easily deleted.

5. Click the  button at the bottom of the page to save your changes.