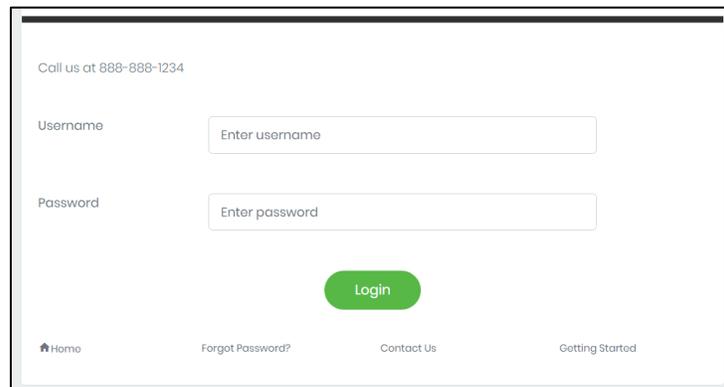


## Website User Guide

**\*\*Compatible browsers include Chrome, Firefox, and Microsoft Edge. \*\***

### Login Screen

When select the Employment Screening Login button from the Safer Places client login page you will be prompted for your username and password.



Call us at 888-888-1234

Username

Password

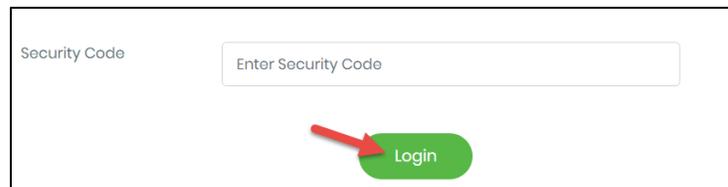
[Login](#)

[Home](#) [Forgot Password?](#) [Contact Us](#) [Getting Started](#)

If you have forgotten your password, there is a forgot password option to reset. If you need to send an email to Safer Places, please use the “Contact Us” option.

### Multi-Factor Authentication

If your account is configured for multi-factor authentication (MFA) you will receive a text message with a six-digit code. Enter the one time code and select login.

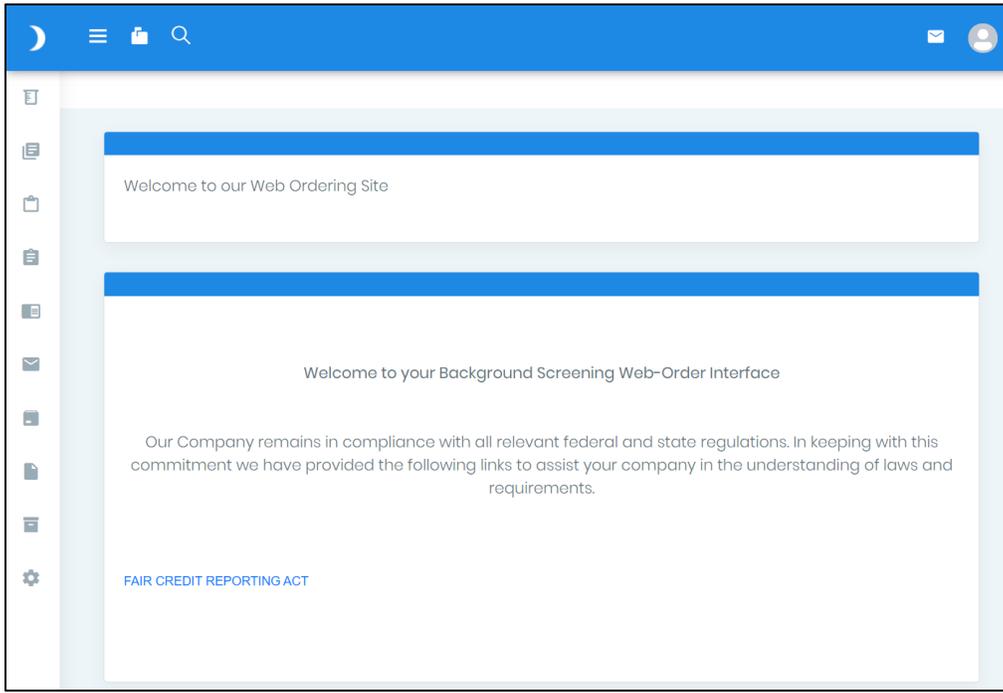


Security Code

[Login](#)

### General Information

The main page of the Safer Places eCclipse website will have important information that will be useful when submitting your background screening requests. On the top of every screen, there is a ribbon to increase ease of use.



## Home Icon

This icon in the top left is available from all screens and will return you to the home screen (shown above).



## “Hamburger” Menu

Will toggle a menu or navigation bar between being collapsed behind the button or displayed on the screen.



## Contact Us



If you have a general question for your account manager, you can send them an email directly from your eCclipse website. To the right of the spyglass icon, there is a mailbox icon. When you select this icon you will be brought to the client contact form. Complete the information needed and your question will be emailed to your account manager for immediate processing.

Please enter your information into the fields below and a member from our staff will contact you soon.

Name:

Company:

email:

Phone:

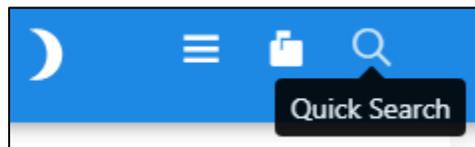
Subject:

Body:

### Quick Search

You can perform a “quick search” of an applicant from any part of eClipse. To access the quick search feature you simply click on the magnifying glass. This will bring up multiple options to allow you to easily search for your candidate.

Make sure to select main results or archives for the search.



Results Quick-Search

Social Security Number:

Subject's Last Name:

Subject's First Name:

Reference:

Requestor:

Initial Sort Order:

Ascending  Descending

Only Show Results not yet Viewed:

Alert Status:

Complete Status:

Requested Date Range From:

Requested Date Range To:

Search Type

Search Main Results  Search Archives

## Results Dashboard



If enabled, this will open a snapshot view of all current search results:

Results Information		
	Completed	0
	Not Viewed	0
	Last 7 Days	0
	Discrepancy	0
	Partial	8
	Supplemental	0
	Archived	9

## Messages



Messages from Safer Places or your account rep will display here. If you have a new message it will be indicated with a pulsating red dot in the corner.

Messages and Notifications Welcome

[Home](#) > [Messages and Notifications](#) [? Help](#) [← Cancel](#)

Show  entries

[Column visibility](#)

<input checked="" type="checkbox"/>	Read	Important	Received	Subject	Sent By
<input type="checkbox"/>			5/16/2019 11:44:10 AM		
<input type="checkbox"/>			5/16/2019 11:44:09 AM		
<input type="checkbox"/>			5/16/2019 11:44:09 AM		

Showing 1 to 3 of 3 entries Previous  Next

To open the message, click on the “Subject” hyperlink. From here, you will have the option to reply directly to your account manager from your email account.



## User Profile

On the top right corner of your eClipse is the User Profile. This section allows you to edit your profile, change your password, or log out of eClipse.



To edit the initial profile, select “Edit Profile”. Set Challenge Question and Answer. Use  for a list of sample challenge questions. Once the profile and challenge questions have been created, they can not be changed from this location. Please contact Safer Places for any profile changes.

To change your password select Change Password from the drop-down menu.

**Password Change Request**

We suggest that you create a password that is secure as possible. As you create your password, the Password Strength Indicator will register the strength and will be dark green when it is considered Strong or Excellent. Passwords can only consist of the following: upper and / or lower case letters, numbers, and the symbols @ - . ! \$. Strong Passwords are typically between 8 and 20 characters in length. The longer the password the stronger it is. 

Name of User:

New Password: \*

Confirm Password: \*

Challenge Question: Mothers maiden name

Challenge Answer: \*

User Reason For Change:

For the security of the candidate information, it is recommended that you create a strong password. Helpful hints have been added to the  for reference.

## Request

To submit a new background request you will select the Request tab on your eCclipse site. This will generate the request tab for you to complete.

Enter all of the demographic information that is required. If you need to process a search on the current address of your applicant, make sure to check the box above (red box above). There is also a tab for prior addresses and AKAs if the candidate has provided that information.

When selecting your criminal jurisdictions there are two options you can use to select the counties to run. This first is to use the Criminal Searches tab and select the new button. **Please note: if your account is setup to allow for the computer to auto-select the jurisdictions based on the SSN Trace results this will still happen and you will not need to manually select them here.**

Select your search type, State, and County/Jurisdiction. Hit Create and it will add to your background request.

The second option is to use the county lookup tab. This is helpful if you do not know the name of the County/Jurisdiction. Enter the zip code(s) that you need to search and hit Lookup County.

**Criminal / Civil Searches**

Criminal Searches **County Lookup**

City State Zip 22222 **Lookup County**

City	State	Zip	County	Federal District	Associated Counties =>	(for Metro Search)	Add to Order
Arlington	VA	22222	Arlington <input checked="" type="checkbox"/> Add	Eastern District <input type="checkbox"/> Add			<b>Order</b>

Check the jurisdiction you wish to add and hit the order button.

### Select Searches

If packages are configured, the “Package Information” section will allow you to choose which package to process.

**Package Information**

Welcome to our Custom Request System. Please Select a Package Below to Begin this Order.

- Crim and SSN
- SSN, Crim, and Nat Crim

If there are no packages, the available searches are listed on the select searches panel. This list will default as pinned to your eCclipse website. To unpin the search panel click on the pin icon.

If you need to access the searches again you can select the plus icon in the top right-hand corner. This re-opens the search list. You can check and uncheck any searches you need or do not need.



## Rapid Order

You can also choose to run a rapid order for your candidate if enabled. When entering a request in the Rapid Order section select the order criminal court searches box and the search type you want to run.

Selecting the “Prior Addresses” tab will open up a new address entry screen to capture that information.

Create new entry

Street Address:

City:

State:

Zip:

Create

If the “AKA” tab is selected, please enter the first, middle and last name the subject is “Also Known As”

Request Information

Person

Demographics Prior Addresses AKA

New Edit Delete

First Name	Middle Name	Last Name

Showing 1 to 1 of 1 entries

Previous 1 Next

To EDIT any of the fields, you must first highlight that field, then select EDIT

Request Information

Person

Demographics Prior Addresses AKA

New Edit Delete

First Name	Middle Name	Last Name

Showing 1 to 1 of 1 entries 1 row selected

Previous 1 Next

## Special Ordering

The special ordering section of eClipse allows you to provide additional information about your candidate that may be relevant to the subject for processing. If a reference number is required for billing purposes, or there are special instructions for the researcher (such as a self-reported conviction), this information will be submitted along with the request to Safer Places.

The screenshot shows the 'Additional Request Information' form with the 'Special Ordering' tab selected. The form contains the following fields and options:

- Reference (text input field)
- Position (text input field)
- Special Research Instructions (text input field)
- Other Information (text input field)
- Rush
- Consumer Letter

## Attachments

When submitting your request through eClipse you have the ability to add up to 5 attachments associated with your candidate. This can include copies of their signed consent form, resume, copy of driver's license, etc.

The screenshot shows the 'Attachments' tab in the eClipse interface. It displays a table for adding attachments:

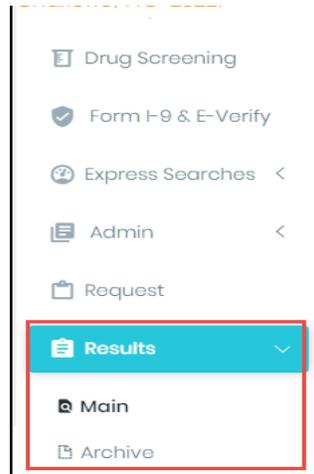
File Attachments		
Click the <b>Browse</b> button to select a file for upload.		
File 1	Browse	Description 1
File 2	Browse	Description 2
File 3	Browse	Description 3
File 4	Browse	Description 4
File 5	Browse	Description 5

At the bottom of the form, there is a red arrow pointing to an **Upload** button. Below the table, the following text is displayed:

Total files you can upload: 5  
Total allowed upload size: 10 MB

## Results

Once the background for your candidate has completed, you will be able to view the results in the Results section of eClipse. All candidates will be housed either in the Main results tab or the Archive results tab.



### Main

You can access a list of screening results by going to the “Main” or “Archive” tab. On the Main tab, you have the ability to re-order searches for a candidate, generate Adverse Action letters, and email your screening account manager. You can also view the full copy of the report with this dropdown. There are an HTML and PDF format option. Please let Safer Places know which format you prefer by default.

<input checked="" type="checkbox"/>	Applicant	Requ	Post		Status		Action
<input type="checkbox"/>	Todd Davis	9/30/2019	9/30/2019		PARTIAL	<a href="#">View</a>	Select Option Select Option Re-order E-mail Account Mgr View Report As PDF Adverse Action Select Option
<input type="checkbox"/>	Todd Davis	9/30/2019	9/30/2019		PARTIAL	<a href="#">View</a>	
<input type="checkbox"/>	TODD DAVIS	9/30/2019	9/30/2019		PARTIAL	<a href="#">View</a>	
<input type="checkbox"/>	TODD DAVIS	9/30/2019	9/30/2019		PARTIAL	<a href="#">View</a>	Select Option
<input type="checkbox"/>	TODD DAVIS	9/30/2019	9/30/2019		PARTIAL	<a href="#">View</a>	Select Option

### Archive

The archive section of eClipse provides a place to move older background checks out of the main subject list for easier tracking. The ability to re-order searches for a candidate, generate Adverse Action letters, and email the account manager for your background screening company are all available in archives.

There is also a search option that allows you to just search only archive records.

## Results Report

The results that generate from eClipse when you select “View Report” from the “Action Column” will be structured like the screenshot below.

<b>CONFIDENTIAL</b>	
Background Verification Reports	
<b>Requested:</b> 03/09/2020	<b>Completed:</b> 03/09/2020
Attention: Frank Philip	Provided By: FRANK PHILIP
Provided To: eClipse Demo Account	Report Charge: \$38.50
Account No: DEMO	
Applicant Information	
Name: Dough, John James	SSN: XXX-XX-6789
Address: 123 Main St Charlotte, NC 28210	

## Daily Status

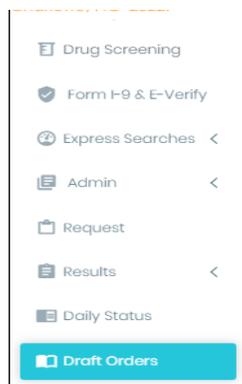
This section allows you to check the status of any pending candidates that you have. The subjects are listed with a tentative ETA (estimated time of arrival). If you have questions about a particular candidate, choose the email icon, and it will open an email to your background screening company with your company name and the subject name in the body of the email.

Name	Request Date	Completed	Posted	Status	E-mail
[REDACTED]	2019-10-16	2019-10-22	2019-10-22	GA / BULLOCH ETA 10/17/2019	
[REDACTED]	2019-09-26	2019-09-30	2019-09-30	GA / CANDLER ETA 09/30/2019	
[REDACTED]	2019-10-02	2019-10-07	2019-10-07	GA / CANDLER ETA 10/03/2019	
[REDACTED]	2019-10-02	2019-10-07	2019-10-07	GA / CANDLER ETA 10/03/2019	
[REDACTED]	2019-10-02	2019-10-07	2019-10-07	GA / CANDLER ETA 10/03/2019	

If you click on the subject Name", it will take you to the results page *for that subject only*. To see more details than originally displayed

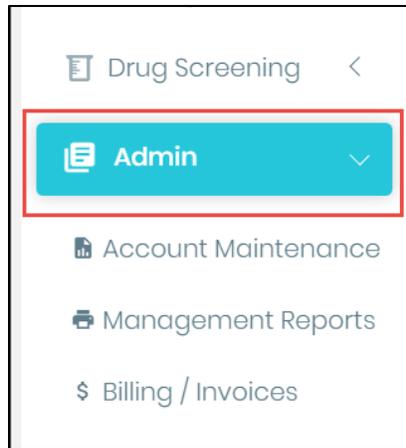
## Draft Orders

If Draft Orders is enabled, this is where you will see requests that were started, but not completed/submitted.



## Admin

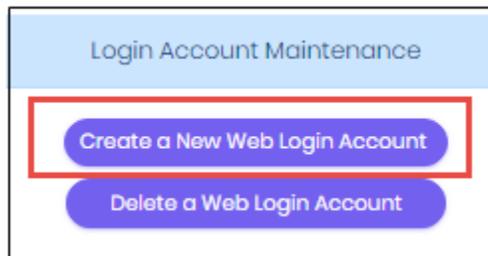
The admin feature is an optional setting that you can provide to users that need the ability to set up new web users, run reports, or view invoice information. To have this feature enabled for your employees, please notify Safer Places and provide the user credentials.



## Login Account Maintenance

### Create a new Web User

If you are granted Admin privileges, you will have the ability to set up new web users for your company. Select the create a New Web Login account button.



Complete all fields if possible, but those with \* are required. For security reasons, it is recommended that the password you select for eCclipse is strong. The website will show you the strength of your password as you enter it.

Requested User ID \*: UserID

Requestor: [Redacted]

Name of User \*: USERNAME

Requested Password \*: [Redacted] Strong

Confirm Password \*: [Redacted] Strong

User/Requestor Email Address \*: support@email.com

Challenge Question: [Redacted] ⓘ

Challenge Answer: [Redacted]

**Access Rights for this User:**

- Can Enter Requests
- Can View Results
- Can View Status Reports
- Admin Access to Management Reports
- Admin Access to Billing
- Admin Access to Account Maintenance
- Can only view their request

Other Details about this New Account: [Redacted]

Fields with a "\*" Must be Completed

**Submit this New Login Account**

Select the appropriate rights for the new user and submit. Once this is complete, the request to add the user will be submitted to Safer Places for approval.

### Delete a Web User

This allows you to add and delete users for your eCclipse website. To delete an eCclipse web user select the Delete a Web Login Account.

Login Account Maintenance

**Create a New Web Login Account**

**Delete a Web Login Account**

You will be presented with a dropdown list of all active users. Select the name in the dropdown list and select "Suspend Selected Web User Account".

Make sure that you are sure you want to remove the web user. This action will permanently delete the user.

Users: TEST USER

**Suspend Selected Web User Account**

**Create a New Web Login Account**