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Introduction

This is a supplemental guide to the [Manage Recruitments – Staff & MPP](#) user guide.

Only individuals in University Personnel will initiate background checks for Staff & MPP positions. For the most part, this process will be managed in CHRS Recruiting. Only the standard background checks can be initiated via CHRS Recruiting. If you need to do an a la carte check such as DMV or Credit Check, you must initiate the background check directly through the Accurate system. Please note, the University Police Department (UPD) will continue to conduct all background checks for UPD employees.

Remember, you MUST have the Reference and Background Check Release form signed before you start this process.

There are five (5) recruitment statuses related to background check:

- **Background Check Initiated outside of CHRS Recruiting** – this is only to be used if you have to initiate the background check directly in Accurate
- **Background Check Initiated in CHRS Recruiting** – move the candidate to this status to initiate the background check in CHRS Recruiting
- **Background Check Pending Processing – SYSTEM STATUS – DO NOT SELECT** – the system will automatically set this status when Accurate has received the background check via the integration process
- **Background Check Pending Adjudication– SYSTEM STATUS – DO NOT SELECT** – the system will automatically set this status when Accurate has completed their processing; adjudication will be done in Accurate by the Recruiter
- **Background Check Unsuccessful** – if you determine that the candidate is no longer eligible for the position based on the background check results, move them to this status; they will no longer be considered for the position

Initiate a Background Check in CHRS Recruiting

Before initiating the background check, confirm that the candidate has not had a background at SJSU within the last 12 months. If they have had a background check at SJSU in the last 12 months you should not initiate a new background check. If, however, they require a supplemental or ad hoc check, you can still initiate that in Accurate. If they require fingerprinting and did not have it within the last 12 months at SJSU, you can still initiate that process as well.

<p>Log into CHRS Recruiting</p> <ol style="list-style-type: none"> Navigate to one.SJSU Search for or click the CHRS Recruiting tile User your SJSUOne ID and password to log in 																																								
<p>Open Jobs</p> <ol style="list-style-type: none"> From either the Tiled or List Dashboard, click Jobs in the blue menu bar 																																								
<p>A list of jobs appears</p> <ol style="list-style-type: none"> Click the hyperlinked number in the Applications column for the job you wish to manage <p>To filter the list of jobs:</p> <ul style="list-style-type: none"> Change the Status (A) Change the Type (B) Show other search criteria to filter by Req Nbr, Pos Name, and more (C) 	<table border="1"> <thead> <tr> <th>Job No.</th> <th>Date created</th> <th>User</th> <th>Title</th> <th>Area</th> <th>Department</th> <th>Status</th> <th>Applications</th> <th>Site</th> <th>Opening date</th> <th>Closing date</th> <th>Hiring manager</th> <th>Sourced</th> </tr> </thead> <tbody> <tr> <td>493468</td> <td>Feb 5, 2020</td> <td>CM</td> <td>Campus Configuration Administrator - Medders</td> <td>Demo</td> <td>Academic Aff.</td> <td>Approv</td> <td>2</td> <td>CHRS D</td> <td>Feb 5, 2020</td> <td></td> <td>Carrie Medders</td> <td>✓</td> </tr> <tr> <td>493655</td> <td>Mar 29, 2020</td> <td>LC</td> <td>SJ-Benefits Svcs Rep Chen 2</td> <td>San Jo</td> <td>Organization</td> <td>Offer</td> <td>15</td> <td></td> <td>Mar 30, 2020</td> <td></td> <td>Anita Vasquez</td> <td>✓</td> </tr> </tbody> </table>	Job No.	Date created	User	Title	Area	Department	Status	Applications	Site	Opening date	Closing date	Hiring manager	Sourced	493468	Feb 5, 2020	CM	Campus Configuration Administrator - Medders	Demo	Academic Aff.	Approv	2	CHRS D	Feb 5, 2020		Carrie Medders	✓	493655	Mar 29, 2020	LC	SJ-Benefits Svcs Rep Chen 2	San Jo	Organization	Offer	15		Mar 30, 2020		Anita Vasquez	✓
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Select the application

3. Click the Status of the application for which you wish to initiate the background check (A)

Please note, you will never move someone from New Application to Background. This screen shot is here to show you where to click.

Associate Professor (496970)

Search Results

Select Submitted Status **A**

Applicant Nc Pref Name	First name	Last name
Jun 10, 2020 New Application	39870	Donald Webber, Jr
Jun 10, 2020 New Application	39869	Mariah Reynolds
Jun 10, 2020 New Application	39868	Angelica Schuyler
Jun 10, 2020 New Application	39867	Leslie Odom, Jr
Jun 10, 2020 New Application	39866	Lin-Man Miranda

Select the status

4. Select Background Check Initiated in CHRS Recruiting (A)

5. Click Next (B)

Please note, if you initiated the background check outside of the system (via Accurate directly), select Background Check Initiated outside of CHRS Recruiting.

Background Check Initiated outside of CHRS Recruiting

Background Check Initiated in CHRS Recruiting **A**

Background Check Pending Processing - DO NOT SELECT - SYSTEM STATUS ONLY

Background Check Pending Adjudication - DO NOT SELECT - SYSTEM STATUS ONLY

Background Check Unsuccessful

Offer Extended

Offer Accepted

Offer Accepted Paperwork Received

Offer Declined

Offer Rescinded

B

Submit Next > Cancel

Select the type of background check

6. Click the lookup icon next to the Background Check field (A)

Please note, the Cost center field (B) is not used.

Confirm status change

You are about to move Bulk Compile to a different status:

From status: Hiring Manager Review

To status: Background Check Initiated in CHRS Recruiting

Communication template: -- No template --

Background checks

Background check:* **A**

No Background check selected.

Cost center: **B**

No Cost center selected.

<p>Select the package</p> <ol style="list-style-type: none"> Enter SJ in the Background field (A) Click Search or hit Enter Select the appropriate Background check package for your candidate (B) 	
<p>Confirm the selection</p> <ol style="list-style-type: none"> You are returned to the Confirm status change window Confirm that you have selected the right Background check package 	

Review the candidate email

Please do not change the From, Subject or Text of the message. It is required that you send this email to the candidate.

Confirm status change
🗑️

E-mail: Applicant: Yes No

From:*

Subject:*

Message: Merge fields

B *I* U ~~S~~
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A ▾ **A** ▾

?

SJSU SAN JOSÉ STATE UNIVERSITY

Dear Bulk Compile,

The offer you received is conditional upon successful completion and clearance of background check.

Due to the conditional nature of this offer, it is recommended that you not give your current employer notice until you have been notified that you have successfully cleared the background check.

A background check will be conducted by Accurate@. You will receive an email directly from this vendor with further instructions. If you do not receive an email within 12 hours, please check your spam folder. If you have still not received the email, please let us know.

If fingerprints (LiveScan) are required for this position, a recruiter will be in contact with you in a separate email with further instructions.

Feel free to contact us if you have any questions.

Sincerely,
Recruitment Team
San José State University

Move now
Cancel

Review the Additional users who will receive notification

You may add additional users if desired but do not add anyone outside the search committee other than the Department Admin or Hiring Manager. Remember, the recruitment is confidential and no one else should have access to this information.

Additional users from Job: Yes No

Additional users from Job

Department Admin Hiring Manager
 HR Representative Reports to Supervisor Name
 Search Committee Chair Search Committee Member

Additional users from Offer

Department Admin Hiring Manager
 Reports To

Other additional users

E-mail from:*

E-mail subject:*

E-mail body:* Merge fields

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Hello,

The background check has been initiated via Accurate® for {JOBTITLE} position (Job # {JOBNO}) for the following candidate.

{FIRSTNAME} {LASTNAME}

Thank you.

Update the job status

12. Select Yes to update the job status to Background Check (A)

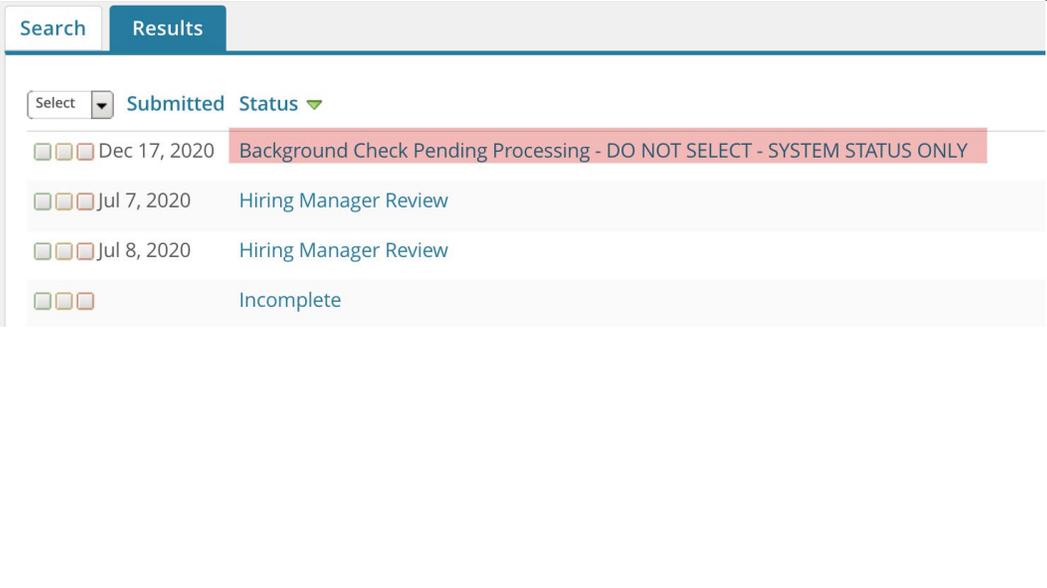
13. Click Move now (B) – please note, unless you set the email to be delayed, it will be sent once this button is pushed

Note

The following will be added to the applicant notes for administrators to view:

Update job status from Testing to Background Check: Yes No

B

<p>Background Check Pending Processing – NO ACTION REQUIRED</p> <p>Once the background check is initiated, Accurate will receive a notification and being their processing. Once they begin, the recruitment status will automatically change to Background Check Pending Processing – DO NOT SELECT – SYSTEM STATUS ONLY.</p> <p>There is nothing for you to do at this time.</p>	 <p>The screenshot shows a search results page with a 'Results' tab selected. A dropdown menu is set to 'Submitted' and 'Status' is expanded. The results list includes:</p> <ul style="list-style-type: none"> Dec 17, 2020: Background Check Pending Processing - DO NOT SELECT - SYSTEM STATUS ONLY Jul 7, 2020: Hiring Manager Review Jul 8, 2020: Hiring Manager Review Incomplete
<p>Background Check Pending Adjudication</p> <p>Once Accurate finishes their process the status will change to Background Check Pending Adjudication – DO NOT SELECT – SYSTEM STATUS ONLY.</p> <p>UP Recruiters will review the results in Accurate and determine if the candidate is eligible to move forward.</p> <p>Once the status has been updated in Accurate, the person who initiated the background check will receive a notification.</p>	 <p>The screenshot shows a search results page with a 'Results' tab selected. A dropdown menu is set to 'Submitted' and 'Status' is expanded. The results list includes:</p> <ul style="list-style-type: none"> Dec 17, 2020: Background Check Pending Adjudication - DO NOT SELECT - SYSTEM STATUS ONLY Jul 7, 2020: Hiring Manager Review Jul 8, 2020: Hiring Manager Review Incomplete

Extend Offer Before Background Results Returned

At times it may be necessary to extend the offer even though the background check results have not yet been returned. In these situations, it will be necessary to move a candidate to the offer extended status. However, please be aware that when the background check results do come back, the process will reset the status and you will have to move them back to whichever status they were in previously.

<p>Background Check Pending</p> <p>If the application is in the Background Check Pending Processing status you can still move a candidate to the Final Offer Extended status.</p>	
<p>Extend the Offer</p> <ol style="list-style-type: none"> 1. Select the status of the application in a pending status 2. Select the new status of Offer Extended (A) 3. Click Next (B) to complete the process <p>See the Preparing and Extending the Offer – Staff & MPP user guide for more information on the offer process.</p>	
<p>Results Ready for Review</p> <p>When Accurate completes its review the status of the application will automatically change back to Background Check Pending Adjudication.</p> <p>Once you (UP Recruiter) review the results and determine the candidate can move forward, move the status back to the most recent status.</p>	

<p>Review Most Recent Status</p> <ol style="list-style-type: none"> 1. Open the Applicant Card 2. Click History (A) <p><i>Please note, the screen shots here reference a faculty job, but the process is the same no matter the type of job.</i></p>	<p>June ParkerTEST ●</p> <p>View profile Add flags</p> <p>Address 1927 Orchid Island Lane Orchid Island, New York 90045, United States</p> <p>Phone -</p> <p>E-mail sjsu.hrtest+JParkerTEST@gmail.com Applicant No 79413</p> <p>Employment status - Original source Diversity Jobs</p> <p>e-Zines comms hold A</p> <p>Applications History Scheduled emails CRM Resume / CV</p> <p>497139 - TEST - Faculty PT Pool (Julia's Test job)</p> <p>Date submitted Dec 18, 2020 Applied via Careers website Status changed Jan 10, 2021 Formal Offer Extended Offer No offer</p> <p>Resume / CV View Form View Add flags</p>
<p>View the Notes</p> <ol style="list-style-type: none"> 3. Select the applicable job from the Job list (A) 4. Select Notes from the Item list (B) 	<p>Applications History Scheduled emails CRM Resume / CV</p> <p>A B</p> <p>Job <input type="text" value="TEST - Faculty PT Pool (Julia's Test job) (497139)"/></p> <p>Item <input type="text" value="Notes"/></p>
<p>Find the Most Recent Status</p> <ol style="list-style-type: none"> 5. Review the Notes to determine which status to move the application to; in this example the status is Formal Offer Extended (A); again, this example is a faculty recruitment; this status does not exist on the staff side <p>If you are not sure what the prior status is, please contact hr-info-systems@sjsu.edu for assistance.</p>	<p>Today, 3:36pm A</p> <p>Carrie Medders Note</p> <p>TEST - Faculty PT Pool (Julia's Test job) (497139)</p> <p>Status changed to 'Formal Offer Extended' by Carrie Medders.</p> <p>Edit Delete</p> <p>Today, 3:30pm</p> <p>Carrie Medders Note</p> <p>TEST - Faculty PT Pool (Julia's Test job) (497139)</p> <p>Status changed to 'Background Check Pending Adjudication - DO NOT SELECT - SYSTEM STATUS ONLY' by Carrie Medders.</p> <p>Edit Delete</p>

Move the Candidate to the Appropriate Status

6. Click the application status then select the appropriate status (A)
7. Click Next (B) to continue the process

Please note, the additional steps to move someone to a new status are not shown here. See the [CHRS Help](#) page for documentation on how to move candidates from one status to another.

The screenshot displays a 'Results' page with a table of candidate records. The table has columns for 'Submitted' (with date and status icons) and 'Status'. The status options are expanded in a dropdown menu on the right. Callout 'A' is positioned over the 'Formal Offer Extended' status in the dropdown. Callout 'B' is positioned over the 'Next >' button at the bottom of the dropdown menu. The 'Next >' button is highlighted in blue.

Submitted	Status
Dec 18, 2020	Background Check Pending Adjudication - DO NOT SELECT - SYSTEM STATUS ONLY
Jul 7, 2020	Formal Offer Accepted-DO NOT SELECT-SYSTEM STATUS ONLY
Oct 20, 2020	Incomplete
Dec 18, 2020	New Application
Dec 18, 2020	New Application
Jul 8, 2020	Phone/Video Interview Successful (Complete: Background Release & CSU EQ Form)
Sep 18, 2020	Phone/Video Interview Successful (DO NOT SELECT-Completed: RC&BR Form and CSU EQ Form)
Sep 14, 2020	Phone/Video Interview Successful (Send Background Release & CSU EQ Form)
Jul 8, 2020	Phone/Video Interview Successful (Send: RC&BR Form and CSU EQ Form)
Jul 7, 2020	Phone/Video Interview Unsuccessful

Dropdown Status Options:

- On Campus Interview Unsuccessful
- Prepare Offer and Upload Transcripts
- Background Check Initiated outside of CHRS Recruiting
- Background Check Initiated in CHRS Recruiting
- Background Check Pending Processing - DO NOT SELECT - SYSTEM STATUS ONLY
- Background Check Pending Adjudication - DO NOT SELECT - SYSTEM STATUS ONLY
- Background Check Unsuccessful
- Formal Offer Extended (A)**
- Formal Offer Accepted-DO NOT SELECT-SYSTEM STATUS ONLY
- Offer Accepted Paperwork Received-DO NOT SELECT-SYSTEM STATUS ONLY
- Formal Offer Declined
- Offer Rescinded
- Removed
- Recruitment Cancelled
- Job Closing Communication
- Applicant Withdrawn
- Incomplete
- Ineligible
- Submitted

Buttons: Submit, **Next >** (B), Cancel

Background Check Unsuccessful

In most cases the candidate will be eligible to move forward. For those candidates deemed to be ineligible to continue based on their background check results, follow the steps below to move them to an unsuccessful status. This process should be followed for background checks initiated in CHRS Recruiting or directly through Accurate.

<p>Select the application</p> <p>1. Click the Status of the application for which you wish to move to an unsuccessful status (A)</p>	
<p>Select the status</p> <p>2. Select Background Check Unsuccessful (A)</p> <p>3. Click Next (B)</p>	

Confirm the selection

You are returned to the Confirm status change window.

4. Confirm that this is the change you wish to make (A)
5. There should be no email to the applicant (B)
6. There should be no email to Additional users (C)
7. Select the unsuccessful reason of **Background check requirements not met** from the dropdown list (D)
8. Enter text in the Note field (E) to indicate the reason the candidate is no longer being considered.
9. Click Move now (F)

Confirm status change

You are about to move **Marstest Landtest** to a different status:

From status: Background Check Pending Processing - DO NOT SELECT - SYSTEM STATUS ONLY

To status: Background Check Unsuccessful

Communication template: -- No template --

E-mail: Applicant: Yes No

No SMS will be sent to the applicant as they do not wish to receive them.

Additional users from Job: Yes No

Background Check Unsuccessful reason

Please indicate the reason for selecting the background check unsuccessful status:*

Background check requirements not met

Note

The following will be added to the applicant notes for administrators to view:

Candidate did not successfully clear the background check and is not eligible for hire.