# Entering Data into the Sterling Testing System

Follow these steps in entering data.
Note: the information does not need to be entered in order.

**QUESITIONS?**
**Socorro Meek**
Human Resource Specialist Sr.
Backgrounds & Fingerprints
OHR Recruitment & Selection
480.965.4115 | Fax: 480.993.0006
Socorro.meek@asu.edu

1.  Log onto Sterling at www.sterlingtesting.com.
    Enter your username and password.  Then select, "login."
    (If you do not yet have a password, **Socorro Meek** has
    the authority to order one for you.)



2.  Select main menu.
3.  Select, "Enter Requests."
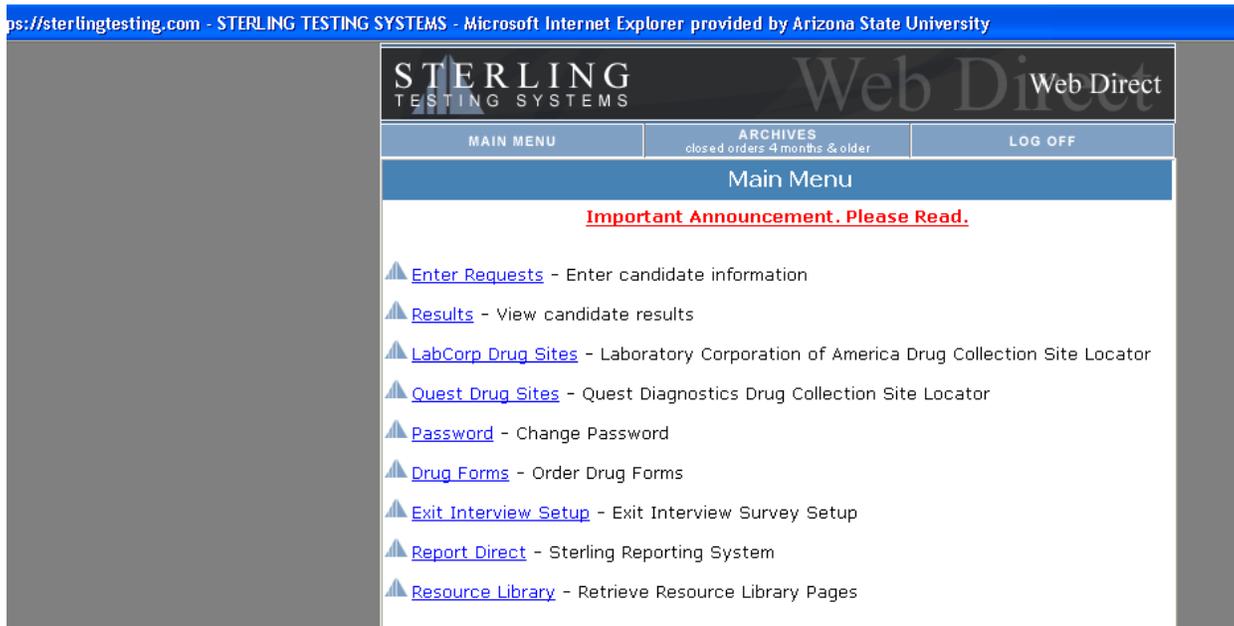
4. Complete the following fields:
   a. Agency Org (from the fax cover sheet). The agency code should be listed in the format of XXX-XXXX
   b. Social Security Number without any spaces and/or hyphens (from the Consent and Disclosure form)
   c. Last Name
   d. First Name
   e. Middle Initial (if available)
   f. Date of Birth in mm/dd/yy format
   g. Driver's License Number with state (Only if a DMV check was selected on the fax cover sheet)
   h. Phone number without any spaces and/or hyphens (from the Consent and Disclosure form)
   i. Current Address (from the Consent and Disclosure form)
   j. **Requester Campus** - **To assist in report results, it is recommended that the E-mail address (up to the "@asu.edu") of the person identified to receive the results be entered in this field.**
   k. The types of verifications needed:
      i. Criminal Record Search: Standard portion of any search with a few exceptions related to requests for MVR search only. In the great majority of cases, this field should be left as checked.
      ii. Motor Vehicle Report (MVR), aka, DMV Reports.. MVR searches are only required when a person is required to drive as a part of his/her job responsibilities and the search is requested by the noted by the department. The department will note the information on the fax cover sheet. The Sterling system will require the input of a driver's license number and state from which the license was granted.
      iii. Education Verification: Verification of attendance, and/or, receipt of a degree from an educational institution.
         1. When checked and submitted, the Sterling system will require input of schools/degrees to be verified. This information may be found on the pre-employment inquiry form.
         2. In nearly all cases, the returned results page will request an additional $15 in order to complete this step. This is because Sterling gets the information from a national database that charges that fee. When requesting this verification, you are also authorizing additional fees that may be required by Sterling.
      iv. Personal References: Sterling will verify personal references with an additional charge. In the great majority of cases, this information will be checked by the department itself, rather than working through Sterling.

v. Professional License: Sterling will verify a professional license at an additional charge, if the department authorizes the charge. A professional license refers to specific licenses required by the department, rather than participation in an organization, such as one directly related to the field; for example, a license to practice medicine by a physician. It is usually recommended that verification of participation in an organization is conducted by the department itself.

vi. Employment Verification: As with education verifications, additional data must be entered in order to receive accurate results. This information will require an additional charge picked up by the department. Often, Sterling will require an additional $15 above and beyond the basic cost because the information is only available with a third party vendor.

1. The department has the choice of requesting verification of employment dates and employers OR selecting information regarding ratings of the subject's job performance. While most employers will not provide the latter information, there are a surprising number of employers who do.

vii. Sexual Offender database: We do not select this check because persons in security sensitive positions that require clean records in this area will be subject to a fingerprint check.

viii. Social Security Trace: This is a standard and required portion of the background check. It should be left as, "checked". Background checks cannot be completed without a social security number.

ix. Consent and Disclosure Signed Form: The system will not conduct a search without the box checked.

5. Once submitted, the system will return the county in which the person is located.

If the county is missing, verify the zip code through the US post office website, www.usps.com. Then, select, "Edit". Enter the correct county, if necessary. Then select, "Next".



i. Note: Occasionally, a department entering their own data will complete additional portions of this page, such as a search type of "statewide search". This is not a necessary procedure. The results will be returned requesting additional information. If this should happen, notify the department that the only verification needed are those requested on the initial page of the request.

6. If an employment verification, education verification, professional license verification or reference verification is requested, the system will provide screens to be completed with the necessary information, such as job history. Most of the information may be found on the pre-employment inquiry form.

7. The system will return a page which provides an opportunity to review the information entered. It is strongly advised that the verification and, if necessary, an edit occur. The cost to rerun the background check caused by errors in data entry by HR, will be the responsibility of HR. If the department causes the error, either by incorrect information provided on the fax, or by an error in data entry when they enter their own request, the department is required to pick up the charge of rerunning the check.

8. Enter, "Submit."

9. The system will then return an order number. The order number is used when tracking the results and/or contacting Sterling, as may be necessary.

10. **Print this page with "Order # "; submit to HR along with Consent and Disclosure forms at 480-993-0006**.





## Thank you for your order #4813786

Enter Additional Request          View Results