



FREQUENTLY ASKED QUESTIONS

WHY IS PRE-EMPLOYMENT SCREENING IMPORTANT?

Confirm the information provided by the candidate

- > Protus3 confirms the legitimacy of candidate identity, job history, and education.

Find information that may have been omitted

- > The candidate may be trying to hide something in his or her past.

Protect your brand and organization

- > Hiring a candidate with a toxic past could prove very damaging for your brand, image, and people.

Reduce costs wasted on unacceptable candidates

- > It costs a lot of money to attract and hire talent. Make sure that your investment is not wasted.

Comply with requirements

- > Certain industries may require compliance with federal or state laws, and there may be other legal or contractual obligations that apply.

WHAT PRE-EMPLOYMENT SCREENING SERVICES DOES PROTUS3 OFFER?

Social Security number verification and address history

- > Provides a list of current and previous addresses associated with the candidate that may be used as part of other record searches.

Criminal record search in all locations of residence for the past 10 years

- > Finds felonies, misdemeanors, and certain past infractions based on previous addresses.

National sex offender search

- > Identifies registered sex offenders through a state and nationwide record review.

Federal records search

- > Provides information about cases in federal court as opposed to cases in municipal, county, or state court. Includes bankruptcy, civil, criminal, and appellate cases.

Education verification

- > Determines the attainment of a degree, certificate or diploma. Also determines dates of enrollment if no degree was obtained.

Employment verification

- > Confirm employers, dates of employment, and position held. May also include rehire status, reason for leaving, and salary information, if available.

HOW DO I KNOW WHICH TYPE OF PRE-EMPLOYMENT SCREENING SERVICE I NEED?

Federal, state, and industry requirements

- > First, are there any federal, state, or industry laws or regulations that dictate the scope of the background check? Are there any contractual requirements that would describe the scope of work? What are the responsibilities of the position and what assets are at risk? Finally, will the candidate have fiduciary responsibilities or control over high-value assets?

Scope of work

- > When considering your scope of work, remember that you may have different types of background investigations based on different positions being filled. Protus3 offers a wide variety of options, and we work with our clients to tailor the scope of work to the position being filled.

Basic entry-level positions

- > A basic pre-employment background investigation for an entry-level or starting position might include an address search, a criminal record search, and a national sex offender search. A position with a little more trust might require the addition of a federal record search, education verification, and employment verification. More trusted positions might require interviews of personal or professional references, an internet and social media search, credit report, driving record, professional license verification, or additional investigative services.

HOW LONG DOES A BACKGROUND INVESTIGATION TAKE?

Turn-around times can vary

- > Based on the scope of work, turn-around times can vary. Our goal is to provide the most complete and accurate information, which means that we obtain records from the source.

- > In general, for investigations that include an address search, most criminal searches, a federal records search, a national sex offender search, education verification, and credit reports, the completed report is available within one to three business days.
- > For investigations that include employment verification, reference interviews, and/or an internet and social media search, the completed report is generally available within three to seven business days.
- > There are a few jurisdictions where criminal records, civil records, and/or driving records may take a few weeks to be completed. In those cases, we send an interim report when all other information is complete. As soon as the outstanding information is received, the report is updated.

WHAT INFORMATION DOES PROTUS3 NEED IN ORDER TO CONDUCT A BACKGROUND INVESTIGATION?

All investigations

- > To deliver accurate results and ensure your privacy, we require:
 - Legal first and last name
 - Current residential address
 - Date of birth
 - Social Security number

Employment verification

- > If the background check includes employment verification, we need the name of previous employers, alleged dates of employment, and alleged position held. This information is generally part of the employment application. [Download an application here.](#)

Education verification

- > If the background check includes education verification, we need the name of the high school, college, or university. This information is generally part of the employment application. [Download an application here.](#)

Reference interviews

- > If the background check includes reference interviews, we collect a name, email address, and phone number for each reference.

Driving record

- > If a driving record is included in the scope of work, we need the driver's license number and issuing state.

Credit reports

- > For credit reports, a signed release is required.

Internet and social media search

- > For the internet and social media search, we need the employment application and resume, if available.

HOW ARE PROTUS3 REPORTS DIFFERENT?

We do not simply "copy and paste" database information that may be difficult to interpret.

- > Our reports are provided to you in a format that is easy for you to review and to locate relevant information. In addition, we are always willing to work with you to develop or customize a report that meets your needs. When reviewing a background screening report, you should be able to get the information you need in a matter of seconds or minutes per report, depending on the scope of work.

DOES PROTUS3 OFFER A "NATIONWIDE" CRIMINAL SEARCH?

No. The term "nationwide search" can be misleading.

- > Many companies offer some sort of "nationwide search" of criminal records. Lately, they have done a better job describing the search, but it is probably not what you expect. If you read closely, the search probably "covers" the entire United States, but not every jurisdiction. Also, most people commit crimes near where they live -the journey to crime theory.
- > All "nationwide" criminal searches should be considered a "bonus", but not a necessity.
- > Information obtained from these searches should always be verified with the original source.
- > [Read more about this topic here.](#)

WHAT ARE THE SYSTEM REQUIREMENTS?

Due to the sensitive nature of background investigations, our application requires the most current version of one of the following browsers.

- > Google Chrome, Mozilla Firefox, Apple Safari, and Microsoft Edge
- > We understand this may cause an occasional inconvenience with maintaining updates; however, keeping your data safe is a top priority.