

Subject: Instant HR/Payroll: Background Check Guidance

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Mason Background Check Process

As you know, as of July 1, the [Background Check Policy](#) includes all employees. We've having some challenges in getting new hires to complete their portion of the background check and welcome your help in this regard.

Some background:

- Background checks are completed through our new vendor, Truescreen (applicationstation@truescreen.com).
- Requests for new and rehired employees are initiated during the onboarding/hiring process ([Mason OnBoard](#) for wage/adjunct faculty or eWork for everyone else). Benefited requests are automatically sent to the Background Check Team for processing. Non-benefited requests are automatically sent to the applicant.
- Employees with a current background check on file (less than 3 years old) are not required to submit a new request.
- Email requests are sent to applicants soon after they are either marked as "hired" in eWork or they have completed the "personal information" page in the Mason OnBoard system. They are contacted using the email that they provide during the hiring/onboarding process. Once the email is sent, the applicant will receive reminder emails daily until the background check is complete. If the background check is not completed in a timely manner, you may be contacted for assistance with follow up.

Where we need your help:

- Please ask your hiring managers to follow up with applicants to ensure they have submitted all their hiring information and that they have received an email from Truescreen to complete the background check requirement.
- Ensure that applicants submit their personal information and complete the disclosure and authorization in the background check request before their start date.
- Remind hiring managers that a confirmation email will be sent to the hiring manager/packet creator once the background check is successfully completed.

If you have any questions regarding the policy expansion, our new vendor, or the background check process, please contact Jessica Cain at 3-1275 or jcain4@gmu.edu.

From Our Colleagues in Risk Management: Background Checks and Motor Vehicle Reports

Motor Vehicle Background Checks (MVR) are now required for positions that have driving responsibilities in their job duties.

How this impacts hiring managers:

- For Benefited positions: There is a question on eWork where the hiring authority can indicate that a MVR is needed because the position has driving responsibilities. The employee will then receive a basic background check and a MVR request from Truescreen (applicationstation@truescreen.com) when they are hired. eWork will automatically send this request in an email to the background check team. No further action is needed on your end. For positions that were posted before the MVR question was added, our office may reach out to the hiring manager to determine if an MVR is needed.
- For Non-Benefited positions (i.e. wage/adjunct faculty): For non-benefited positions with driving responsibilities, the applicant will go through the new onboarding system (Mason Onboard). In this case, however, additional action is required at the department level. An email needs to be sent to bkground@gmu.edu to request a MVR once the offer is accepted. The email should include:
 - First and last name of the employee
 - Their position
 - Their anticipated start date
 - That a MVR be added to their basic background check. Once your email is received, the background check team will create a custom case to include the MVR.

When results are returned, the MVR portion of the report (only) will be reviewed with Risk Management to ensure the results meet the [University's Vehicle Use Policy 1411](#) standards. Risk Management will continue their process of managing MVRs that are required for these employees after they are hired.

If you have any questions about the policy please contact Samantha McClelland at 3.2599. If you have any questions about the background check process, contact Jessica Cain at 3.1275.