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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.

Log into CHRS Recruiting
1. Navigate to one.SJSU
2. Search for or click the CHRS Recruiting tile
3. Use your SJSUOne ID and password to log in

Open Jobs
1. From either the Tiled or List Dashboard, click Jobs in the blue menu bar

A list of jobs appears
2. Click the hyperlinked number in the Applications column for the job you wish to manage

To filter the list of jobs:
- Change the Status (A)
- Change the Type (B)
- Show other search criteria to filter by Req Nbr, Pos Name, and more (C)
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 screenshot is here to show you where to click.

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.

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.
**Select the package**

7. Enter SJ in the Background field (A)
8. Click Search or hit Enter
9. Select the appropriate Background check package for your candidate (B)

<table>
<thead>
<tr>
<th>Code</th>
<th>Background check</th>
</tr>
</thead>
<tbody>
<tr>
<td>31798</td>
<td>SJ-Basic Package</td>
</tr>
<tr>
<td>31799</td>
<td>SJ-Criminal Only Package</td>
</tr>
<tr>
<td>13186</td>
<td>SJ-International Package</td>
</tr>
</tbody>
</table>

**Confirm the selection**

10. You are returned to the Confirm status change window
11. Confirm that you have selected the right Background check package

![Confirm status change](image)
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.

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**Confirm status change**

**E-mail: Applicant:**

- Yes
- No

**From:**
lorely@calstate.edu

**Subject:** SJSU Background Check Initiated

**Message:**

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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
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.

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
Background Check Pending Processing – NO ACTION REQUIRED

Once the background check is initiated, Accurate will receive a notification and begin their processing. Once they begin, the recruitment status will automatically change to Background Check Pending Processing – DO NOT SELECT – SYSTEM STATUS ONLY.

There is nothing for you to do at this time.

Background Check Pending Adjudication

Once Accurate finishes their process the status will change to Background Check Pending Adjudication – DO NOT SELECT – SYSTEM STATUS ONLY.

UP Recruiters will review the results in Accurate and determine if the candidate is eligible to move forward.

Once the status has been updated in Accurate, the person who initiated the background check will receive a notification.
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.

### Background Check Pending
If the application is in the Background Check Pending Processing status you can still move a candidate to the Final Offer Extended status.

### Extend the Offer
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

See the [Preparing and Extending the Offer – Staff & MPP](#) user guide for more information on the offer process.

### Results Ready for Review
When Accurate completes its review the status of the application will automatically change back to Background Check Pending Adjudication.

Once you (UP Recruiter) review the results and determine the candidate can move forward, move the status back to the most recent status.
**Review Most Recent Status**

1. Open the Applicant Card
2. Click History (A)

*Please note, the screen shots here reference a faculty job, but the process is the same no matter the type of job.*

**View the Notes**

3. Select the applicable job from the Job list (A)
4. Select Notes from the Item list (B)

**Find the Most Recent Status**

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

If you are not sure what the prior status is, please contact hr-info-systems@sjsu.edu for assistance.
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.
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.

Select the application
1. Click the Status of the application for which you wish to move to an unsuccessful status (A)

Select the status
2. Select Background Check Unsuccessful (A)
3. Click Next (B)
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)