INSTRUCTIONS FOR AGENCY BACKGROUND CHECKS

Agency background checks are completed following these guidelines:

1. Agency Background Checks must be requested online directly by the department through HireRight, the campus authorized vendor.
   
a. HireRight accounts can be set up by sending the request to Human Resources (Mariela Roberts, mariela.roberts@ucr.edu) including the department name, billing address, user name, title, phone number and email address
   
b. HireRight will notify each user by email of the account activation and user login information.
   
c. To edit, delete, or add new users on an existing account, send an email notification to Human Resources (Mariela Roberts, mariela.roberts@ucr.edu).

2. The department ensures the "Agency Background Check Request Form" and the "HireRight Consumer Disclosure and Authorization Form" are completed. The department should retain copies of both documents in the employee's personnel file. If the employee is requesting a copy of the background check report via the Consumer Disclosure and Authorization Form, the department can ask HireRight to mail a copy to the applicant at the time the online request is submitted.

3. The department orders the background check through the agency (HireRight) via their online ordering website by entering the pertinent information from "Agency Background Check Request Form". Their website is https://www.hireright.com

4. Human Resources will notify the hiring department of the job-related results. Human Resources will e-mail the person in the department that is requesting the background check. The background check agency normally responds within 48 to 72 hours.

5. The department updates the employee/applicant's background check information on the Employee Background Check Screen (EBCC) in the Payroll/Personnel System.

6. The cost of the agency check varies depending on the services selected. Departments can select the UC Riverside – Essentials Criminal Package or individual items from the menu of services. The itemized price list is provided on HireRight’s website. HireRight will send the invoice to our Accounting Department for the departmental agency background check charges. Accounting will contact the department and request a purchase order number.

Please contact Mariela Roberts (x 2-3641) in Human Resources if you have any questions.