Indiana University utilizes the General Information Services (GIS) eQuest+ system for completing criminal background checks.
General Information Services, Inc. (GIS)

Indiana University contracts with General Information Services, Inc. (GIS) to provide web based systems for completing Form I-9s, processing E-Verify checks, and conducting criminal background checks.

GIS provides these services in two separate systems

**Compli-9** – Form I-9/E-Verify

**eQuest+** - Background Checks

**System Users**
- Only active Indiana University employees may be setup as users
- A manager/supervisor must request access for new user
- New users should review the training material prior to using the system

System training material is available at [http://www.iu.edu/eev/index.html](http://www.iu.edu/eev/index.html)

**Login**
Each system requires a separate and unique login

**eQuest+** – logins are emailed to users by GIS

For security purposes the password must be changed every 90 days

**Issues Logging In**
If a user runs into issues trying to login

**eQuest+** – contact GIS at 1-855-626-7345 or bigtensupport@geninfo.com

**Help! Contacts**
GIS Customer Service phone 1-855-626-7345 or email bigtensupport@geninfo.com

University HR GIS system questions contact Scott Shimoda at (812)-855-2015 or sshimoda@iu.edu

University HR general GIS questions email geninfo@indiana.edu
Background Check Policies / Guidelines

Staff/Temporary (Including Student Temporary) All new Staff/Temporary employees shall have the following background check completed as a condition of employment with Indiana University:

- Criminal history check - to be initiated by the hiring department or campus Human Resource office, after acceptance of an offer of employment has been received, with final completion by the campus Human Resource office

- Sex and violent offender registry check - to be initiated by the hiring department or campus Human Resource office, after acceptance of an offer of employment has been received, with final completion by the campus Human Resource office

Staff/Temporary (Including Student Temporary) If the university has performed any of the above verification or history checks on an individual within the past year, a new verification or history check of that specific category will not be required. The results of the previously performed verification and/or history check will be considered in any pending employment decision.

Program Involving Children (PIC)
Programs must ensure that all faculty and academic staff, staff, students, volunteers, or other personnel who will work with children have been subject to a criminal background check which includes a sex offender registry check within the last five years. The background and sex offender registry checks must be repeated at least every five years thereafter. Individual programs or units may require more frequent updates.

Foreign Nationals
A criminal history check covering time in the United States if the period of time that the individual has been in the United States exceeds one year.

A criminal history check in the individual’s prior countries of residence only if the individual’s visa and/or authorization to work in the United States was issued before implementation of the Patriot Act on October 24, 2001. The university will not require that a criminal history check be conducted in the individual’s prior countries of residence if the visa or authorization to work was issued or renewed under the provisions of the Patriot Act.
**View Reports**

**Search Criteria**
Search fields that default to results from the last 30 days

- Last and First Name
- Requested By
- IU Account (Drop Down)
- Department Code
- Job Class

In order to extend the search timeframe using any of these search fields use the Date(s) Requested or Date(s) Completed fields

Search fields that provide results from an indefinite time period

- Work Order
- SSN

**Criminal Background Check Package**

**SSN Validation**
Service used to determine the validity of a given SSN. The search may indicate a SSN is possibly invalid, is on the death master index, or was issued before the applicant’s DOB.

**SSN Trace**
Service will bring back names and addresses associated with a given SSN in TransUnion’s database.

**County Criminal Record**
Record search based on the name(s) and residential address(es) as provided by the eQuest+ system.

**KwikScreen (GIS Database)**
Records search of GIS database that includes sex offender registries.
eQuest+ Job Classes

**Academic PIC Standard Check**
Current Academic appointees being checked for Programs Involving Children (PIC). Checks are adjudicated by the University Public Safety Office.

**Academic Standard Check**
New hired Academic appointees. Checks are adjudicated by the campus Academic Affairs office.

**Staff/Temporary Standard Check**
Staff and Temporary employees (including Student Temporary). Checks are adjudicated by the campus HR office.

**Student/Volunteer PIC Standard Check**
Students (non-Academic or Temporary employee) and Volunteers for Programs Involving Children (PIC). Checks are adjudicated by the University Public Safety office.

Report Grades

**Pending**
The report contains a record(s) or SSN Validation issue. Applicable office must review and adjudicate the report.

**Meets University Standards Emp & PIC**
The report contains no records or has been adjudicated by the applicable office as meeting standards for employment and Programs Involving Children.

**Meets University Standards Emp Only**
The report contains a record(s) or SSN Validation issue and has been adjudicated by the applicable office as meeting standards for employment only.

**Meets University Standards PIC Only**
The report contains a record(s) or SSN Validation issue and has been adjudicated by the applicable office as meeting standards for Programs Involving Children only.

**Does Not Meet University Standards**
The report contains a record(s) or SSN Validation issue and has been adjudicated by the applicable office as not meeting standards.

**Not Reviewed or No Grade**
The report was not adjudicated typically due to the individual separating from the university before the report was reviewed or an error made during the report ordering process.