eLink Manual

This manual covers how to complete an eLink case and several other important processes and topics regarding eLink.

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Ordering an eLink Background Investigation


2. Click “Go”. If required on the Aliasing screen, choose the appropriate User ID from the drop down box. Click “Next.”
3. Active bulletins will display on the next screen.

Click “Next.”

4. From the Main Navigation window, click “Order Reports.”
5. From the “Job Class” drop down, choose the appropriate package.

Please note that package names will be changing with the all-system go live of eLink in December 2017. See the chart below for new package names.

**Updated Package Names**

<table>
<thead>
<tr>
<th>New Job Class / Packages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Appointee includes PIC</td>
</tr>
<tr>
<td>Academic Appointee includes Education &amp; PIC</td>
</tr>
<tr>
<td>MVR (INLOCC only)</td>
</tr>
<tr>
<td>Nonemployee/No Pay (Volunteer) for PIC</td>
</tr>
<tr>
<td>Staff Employee includes PIC</td>
</tr>
<tr>
<td>Staff Employee includes Education &amp; PIC</td>
</tr>
<tr>
<td>Staff Employee includes Credit (IU HR only)</td>
</tr>
<tr>
<td>Staff Education Only</td>
</tr>
<tr>
<td>Staff Professional Credentials Only</td>
</tr>
<tr>
<td>Temporary Employee (HP, HR, HS, WS) includes PIC</td>
</tr>
</tbody>
</table>
6. The eLink submission page will populate. On and after the eLink go-live date (12/4/2017), the “Submit eLink” choice will default. The “Allow Recruiter To Complete Entry” choice will still be available as a manual option. Note: Social Security Number is not requested when submitting eLink.

Click “Next.”

7. Complete the Identification Information page.

- Complete all Required Fields
- First and Last Name are required. If employee/applicant has only one name, enter that name in both First and Last Name fields
- Enter Middle Name if known
- Ensure Email Address is correct. This ensures the invite gets to employee/applicant
- Enter Department Code (ensure entered properly)
- Select if Programs Involving Children and Position Category

Click “Next.”
8. On the Order Confirmation Screen you may return to a section to update an entry by clicking the blue “Edit” links. Take the time to ensure fields are correct, such as employee/applicant Email Address and packages selected.

Once you are satisfied the Order Confirmation Summary looks correct, click “Process Order.”
9. The Order Status Screen will appear confirming your eLink Order has been successfully submitted. The work order number appears on this screen.
Email Notifications for Employee/Applicant and Requestor

Email Invitation
Upon completion of the eLink request, an email will be sent to the employee/applicant asking them to login and complete the eLink submission. A sample email appears below. The email comes from: eServices@geninfo.com. It is a good idea for requestors to let employee/applicants know that the invite email might come to their junk folder and to keep an eye out for it there.

Dear JAY D TEST,

Indiana University has partnered with a third-party vendor, General Information Services (GIS), to manage and conduct your background verifications. The background verification includes a criminal history check, and may also include an education, professional credentials, and/or credit check. Contact your department for more information regarding what background verifications are being performed by GIS.

Please make every effort to accurately provide GIS with the information requested and to complete the process as soon as possible, as delays could potentially impact your start date and/or your participation in a program involving children with the university.

To ensure that you are able to complete the request for information required by GIS, please have the following information available before you begin the process:

1. Your social security number.
   a. If you are an international individual and do not have a Social Security Number, you may enter 999-99-9999 to proceed with your submission.
2. Any criminal history.
3. Your date of birth.
4. Your current and previous addresses within the last 7 years, including zip or postal codes.

Here are few more important items of note for you when submitting your information online:

- The submission process could take as long as 10-15 minutes. Allow yourself enough time to complete the process.
- If you need to save your data and return at a later time to complete the process, you can do so. GIS will not initiate any checks until you have fully completed the request for information.
- DO NOT use the back button on your browser. Doing so will error you out of the system and you will need to log back in using the User Name and Password you created.
- The process is not mobile friendly. You will not be able to complete it from a mobile phone. You should use a laptop computer, desktop computer or a tablet to enter your data.

To begin, please click the link below to enter the GIS secure website or copy and paste the entire link into your web browser. The GIS system will guide you through the screens where you will be required to provide additional information and give your consent for the requested search.

Login to Applicant Site

Should you have any questions while completing the online form, please contact GIS Client Relations. Client Relations is available 5 days per week (Monday through Friday) from 8:00am to 8:00pm Eastern time. You can reach them at (855) 626-7345, or you can email them at bigtensupport@geninfo.com.

Please note, there are times when an associate from GIS may need to contact you directly for additional information during the verification process. In these cases, please respond as quickly as possible to any GIS requests for additional information to ensure completeness of the verifications and to expedite the process.

Thank you for your cooperation!

For additional information regarding GIS, please visit www.geninfo.com
What notification emails will the requestor receive?

The invited employee/applicant as well as associated requestor will receive email reminders if the employee/applicant has not completed the eLink submission on the 3rd, 7th, 11th and 14th days.

**eLink Submission Deadline**

How long does the employee have to submit the eLink?

14 Days

What happens if the employee does not submit the eLink within 14 days?

If the employee does not complete the submission within 14 days, the order requestor will receive an email that states the case was completed and has been marked as “No Grade.” In this situation, a new eLink request will need to be started (GIS will not charge for the unfinished cases).

**What Happens when the Check is Complete?**

When a check is complete, the requestor will receive an email letting them know. The email will indicate the Grade, Case Number, and the User who ordered the report. A link is provided to directly access the report.

**How to Look up the Status of the Check**


2. Click “Next.” If required, choose the appropriate User ID on the Aliasing screen from the drop down box. Click “Next.”
3. Active bulletins will display on the next screen.

Click “Next.”

4. From the navigation window, click “View Reports.”

5. Enter User Name in Requested By field.
6. Enter other filters as wanted (such as Account, Department Code, etc.).

7. Enter Dates Requested or completed.

8. Click “Go”

**Case Tiers**

eLink cases will show a Tier status, to let you know the level of completion the case has reached.

- **Tier 1** = Invitation has been sent, eLink not completed
- **Tier 2** = eLink completed, instantaneous internal progression
- **Tier 3** = Internal development
- **Tier 4** = All products in process

Notes: You will almost never see a case in process at tier 2, because it’s a process that is completed almost instantly. Tier 3 is also not as regularly seen, as that is when the system is developing any addresses, names, etc.