CCC VERIFY
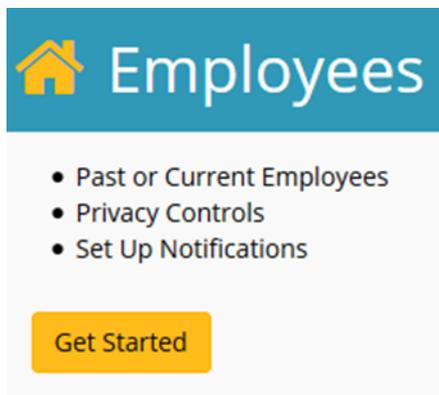
User Guide

**City of Rochester**

CORPORATE COST CONTROL

Employee Experience: sign-up process

Employees of our client companies can access their one free verification per year as well as change their security preferences by creating an account on CCCVerify.com.

To begin this process, employees can click on "get started" under the <u>employees</u> tab on the homepage.


This will bring the user to a screen where they input the relevant info to create the account (name, email, contact info etc.)
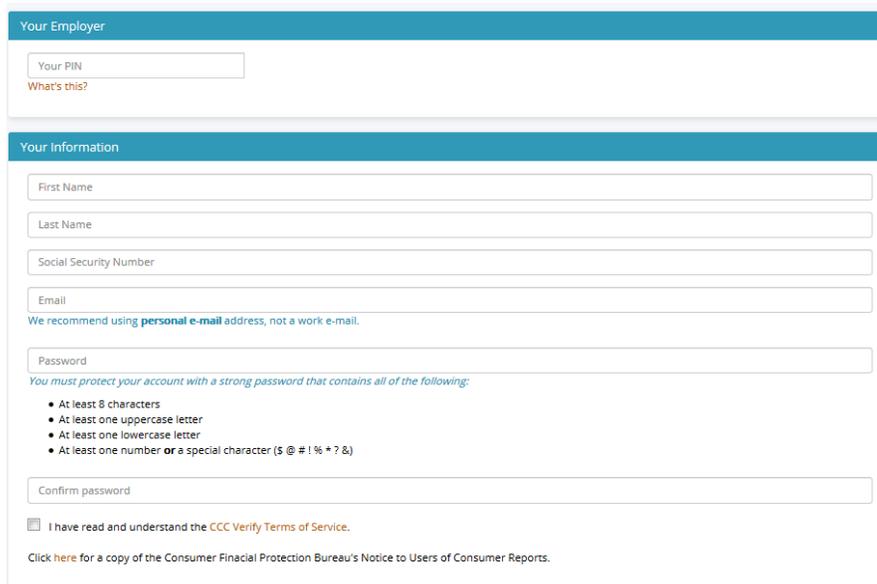
Employee users are required to provide a PIN which is a sequence of numbers/letters unique to that employee which is selected by the employer (last 4 of SSN, Employee ID, etc.)

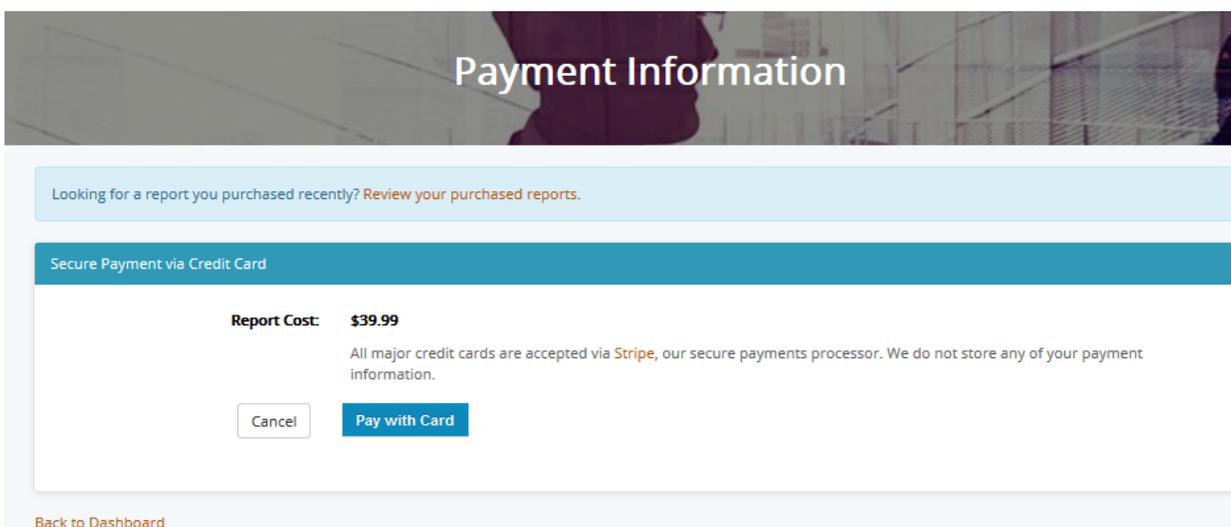# Employee Experience: email registration/employee dashboard

Once the employee has completed the sign-up page and clicked the register button they will see a message that states they have been sent an email to complete registration. When the employee receives the email, they are required to click the link in the email which brings the user to the website where a message stating registration is complete is displayed. The user can now use their email address and password to log in and view their dashboard.
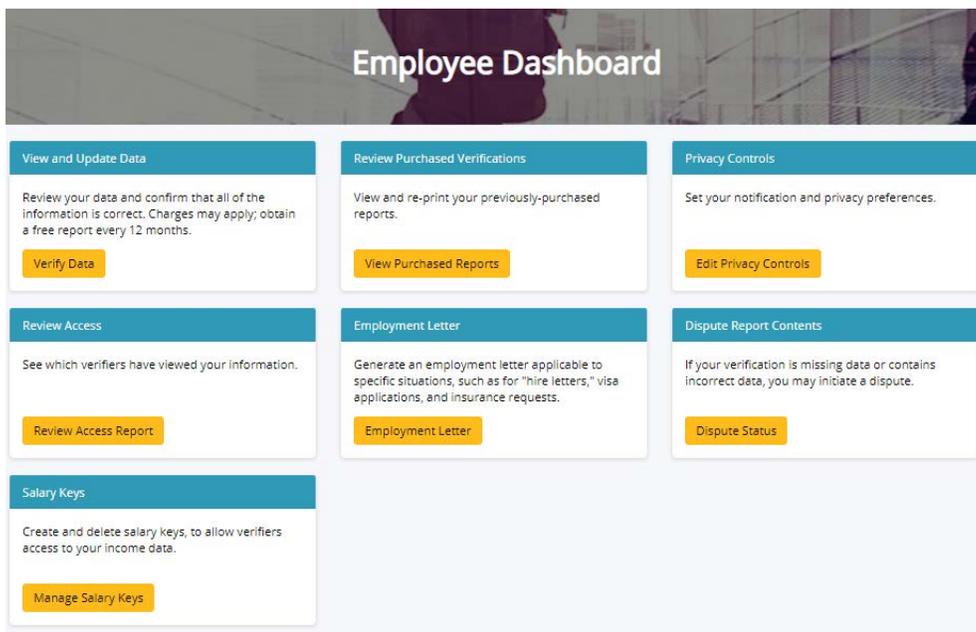
The employee dashboard features 5 *to* 6 functions

- Verify Data
- View Purchased Reports
- Edit Privacy Controls
- Review Access Report
- Dispute Status
- Manage Salary Keys ***optional feature:** only appears on the dashboard of employees whose employer has elected to use this feature

Verify Data will bring the user to a page where they can elect to use their free report, if that report is exhausted they are required to pay the stated rate (subject to change) and will be brought to a page where the employment verification report can be downloaded as a PDF. On that page the employee can also elect to file a dispute.

View Purchased Reports allows users to view their previously obtained reports (includes free reports)

Edit Privacy Controls brings you to the screen below. Here employees can choose to enable notifications or block their SSN.

Review access report takes the user to the below screen, allowing them to view commercial users that have purchased their information.

Dispute Status displays all disputes filed by the employee with status updates

<u>Manage Salary Key</u> allows employees to generate random salary keys, which they provide to a potential verifier. When salary keys are enabled verifiers cannot gain access to employee's data without being provided that employee's specific salary key(s)

<u>Generate Work Letters</u> allows employees to generate their own work letters which might be required for hiring, separation, or immigration purposes with a simple two-click process.

Verifier Experience: sign up process

Government and commercial verifiers alike can create an account on CCC Verify and verify employment after meeting criteria such as user vetting and providing a valid permissible purpose. To sign up as a verifier click the get started button under the <u>verifiers</u> tab on our homepage

On the next screen the verifier will enter information about themselves and their organization.

Your Information

First Name | Last Name

Email

Password | Confirm password

You must protect your account with a strong password that contains all of the following:

- At least 8 characters
- At least one uppercase letter
- At least one lowercase letter
- At least one number **or** a special character ($ @ # ! % * ? &)

Your Organization

Your Job Title

Organization Name

☐ This is a governmental agency.

Federal Tax ID/EIN

http://www.your-employer.com

Address Line 1
Street address, P.O. Box, C/O instructions

Address Line 2
Unit or Suite Number, Building, Floor, or similar

City | Select State ▼

ZIP Code | Work Phone

At the bottom of the same screen the verifier selects their permissible purpose and agrees to terms and conditions of the site as well as compliance with the FCRA

Legal

The Fair Credit Reporting Act (FCRA) only permits verifiers to obtain employee data for specific purposes. Please select your Permissible Purpose below.

Select Permissible Purpose ▼

- Select Permissible Purpose
- Employment Screening for Hiring Purposes
- Consumer Loan (Home/Auto Purchase/Refinancing)
- Residential Lease or Rental
- HUD-Subsidized Property or Housing Authority
- Debt Collection
- Employee Consent
- Benefit Eligibility or Licensing
- Child Support
- Employee Requesting Report
- Florida Public Records Law (Statute 119.071) regarding Public Officers, Employees and Records

Legal

The Fair Credit Reporting Act (FCRA) only permits verifiers to obtain employee data for specific purposes. Please select your Permissible Purpose below.

| Select Permissible Purpose | ▼ |

☐ I have read and agree to comply with the FCRA.

☐ I have read and understand the CCC Verify Terms of Service.

Click here for a copy of the Consumer Financial Protection Bureau's Notice to Users of Consumer Reports.

Register

Verifier Experience: email registration and verifier dashboard

Once the verifier has completed the sign-up page and clicked the register button they will see a message that states they have been emailed to complete registration. When the verifier receives the email, they are required to click the link in the email which brings the user to the website where a message stating registration is complete is displayed. The user can now use their email address and password to log in and view their dashboard.

Commercial verifiers and government verifiers alike go through the sign-up process. However, only government verifiers have access to more detailed pay data. Government verifiers are not charged for verification services.

Verifier Dashboard

Request a New Verification

Verify employment and income information. A maximum charge of $39.99 per report may apply.

Get Started

Review Purchased Verifications

Reprint purchased verifications and audit verification usage.

Review

Review Archived Verifications

Review historical verification reports purchased in earlier versions of CCCVerify.

View Archived Reports

The verifier dashboard shows 3 different options.

- Get started
- Review
- View archived reports

Get Started brings the verifier to the first step of verifying employment data

Step 1 of 3: Enter Employee Information

Social Security Number	###-##-####
Employee's Last Name	
Employer	

Not sure of the spelling? Try typing just a few letters.

Report Type:
   ○ Verification of Employment
   ○ Verification of Income and Employment

Next

Review brings the verifier to a page where they can review their past purchases

Review Verification Reports

Review your previously-purchased verification reports.

Start Date: mm / dd / yyyy
End Date: mm / dd / yyyy

Show 10 entries   Search:

Employee Last Name	Employee Last 4 SSN	Report Type	Cost	Requested Date/Time	Actions
ALMEIDA	6789	Verification of Employment	$34.99	06/15/2018 08:37 AM	View Report
ALMEIDA	6789	Verification of Employment	$34.99	04/13/2018 10:50 AM	View Report
SMITH	6789	Verification of Income and Employment	$39.99	03/12/2018 10:37 AM	View Report

Showing 1 to 3 of 3 entries   Previous 1 Next

Back to Verifier Dashboard

View Archived Reports takes users to a page where they can view purchases they made on our old web-based system (before February 2018)

View Archived Reports

Enter the Report Reference Number of a verification purchased in the old version of CCC Verify to retrieve a copy of that report.

Please Note: Only the user who purchased the report may reprint an archived report. If you previously purchased a report in the old system under a different username, please contact customer service to assist further.

Report Reference Number

View Historical Report

Back to previous page

Employer Experience: sign up, dashboard and features

Employers that use the CCC Verify web system have the option to use employer accounts to monitor data on their employee's verification activity. This access is only available to designated contacts within our clients' corporate offices.

Sign Up:

This service is offered by our customer service team, once our team receives the required information to create the account(s) one of our representatives will be in contact with the designated account holders to assist with account set up.

Once the account is set up the employer will see their dashboard once logging in with their email as well as password.

On the employer dashboard, users will see 6 frames.

- Employee data
- Report customization
- Activity and audit report
- Review archived verifications
- Verifications
- Employer Materials

Under the Employee Data frame there are two options

Review Employee Data shows a screen that allows the user to search for data on employees of their organization. To find these records the user searches with the employee's last name and social security number.
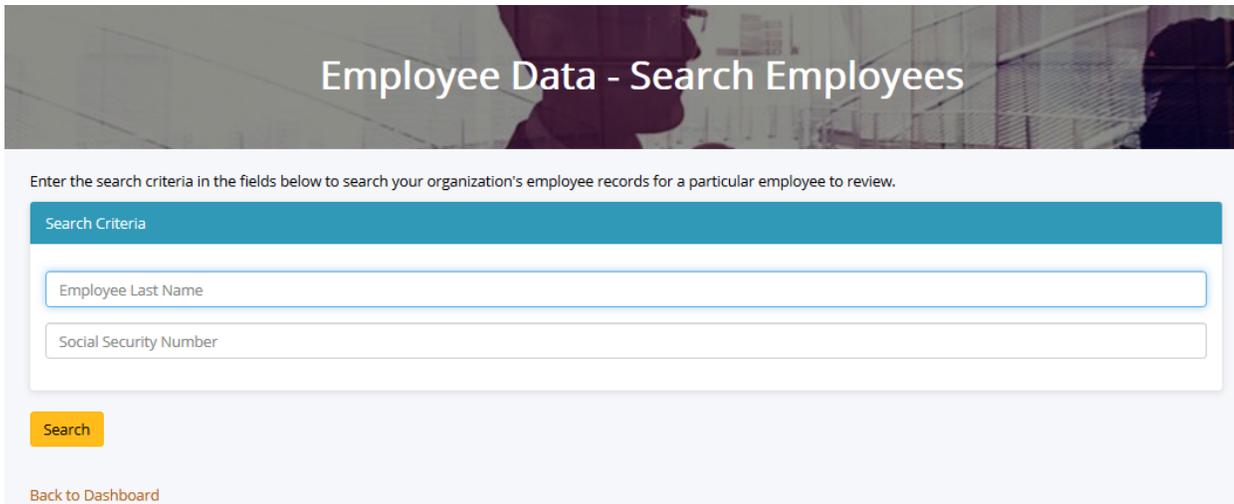
Review Employee Disputes takes the user to a screen that displays current disputes held by their employees as well as the status of said disputes.
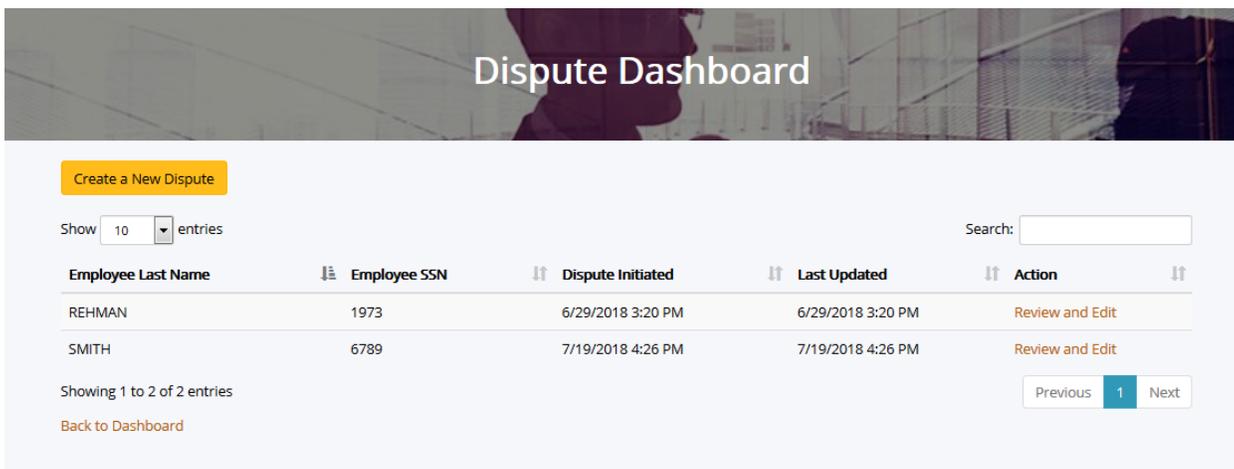
When clicking Review and Edit on a particular dispute the user is brought to the dispute review page below where the employer user can add confidential notes and change dispute statuses.

Review and Edit Dispute

Dispute Details

Employee:	REHMAN, B	Dispute Created:	6/29/2018 3:20 PM
Client:	CCC TEST COMPANY	Last Activity:	6/29/2018 3:20 PM
Status:	New	Resolved:	N/A

Update Status

Add a Message

For security reasons, messages are not visible to employees.

Message (Optional)

Add Message

Dispute History

6/29/2018 3:20 PM - brianrehman@hotmail.com

Dispute initiated by employee.

Back to Dispute Dashboard
Back to Dashboard

Configure Report takes the user to a page where the employer can choose to add custom text/messages to the heading of verifications obtained on their employees.

Customize Verification Report Text

The text that appears on verification reports can be customized with up to 4,000 characters of text. This will display for all verification reports created for your employees.

Report Disclaimer Text

Example Disclaimer Text

Report Header Text

Example Header Text

Report Footer Text

Example Footer Text

Save

Back to Dashboard

Verifications on Your Employees brings users to a screen where employers can view all reports pulled on their employees.

View Archived takes users to a screen where they can search reports from our previous web-based system via report tracking numbers.

Under the Verifications tab users have two more options; request a new report and your past verifications

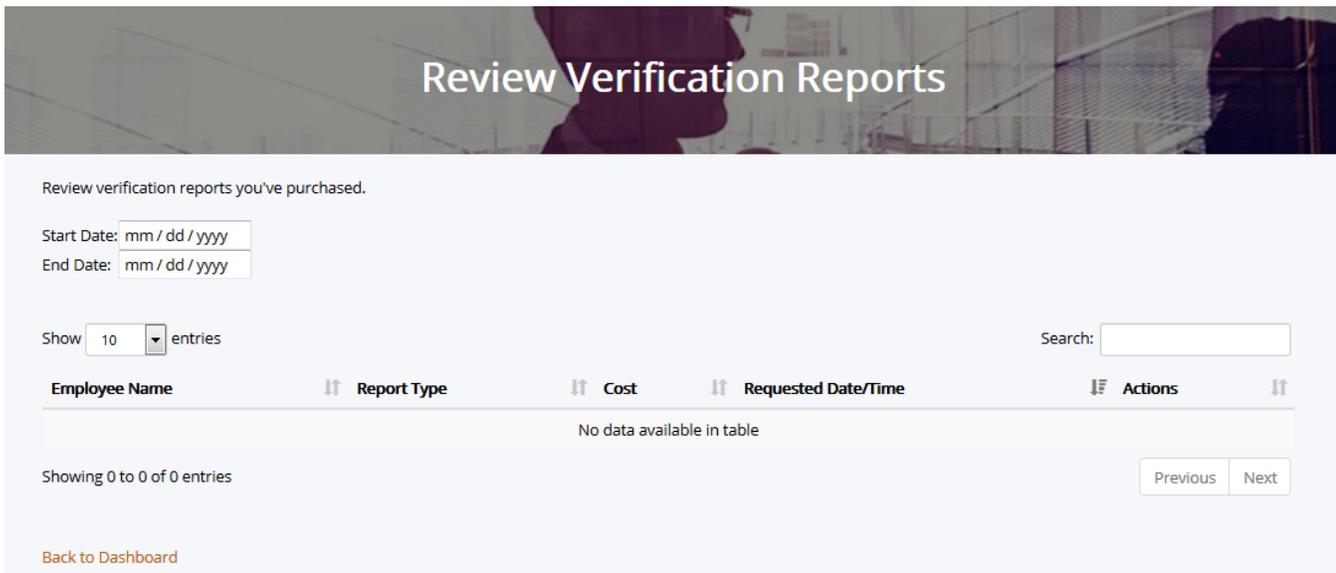<u>Request a New Verification</u> takes users to a screen to request new verifications. Charges may apply.

<u>Your Past Verifications</u> takes users to a screen where they can view previously purchased reports.

Privacy Policy

At the top of the screen on our homepage you can find the <u>Privacy Policy</u> tab. Click here to view a detailed summary of our policies and procedures to do with privacy.
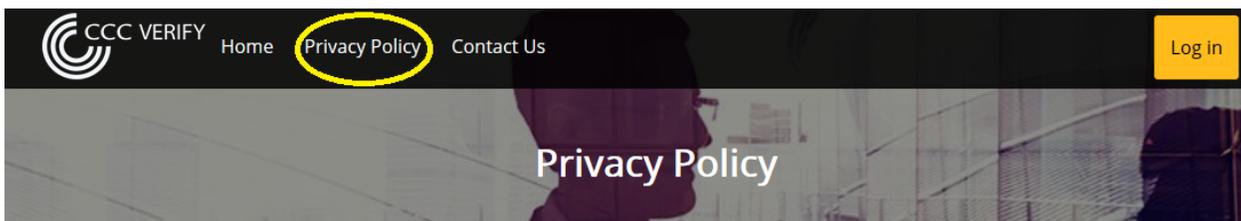
Contact Us

CCC Verify contact information can be found on the contact page