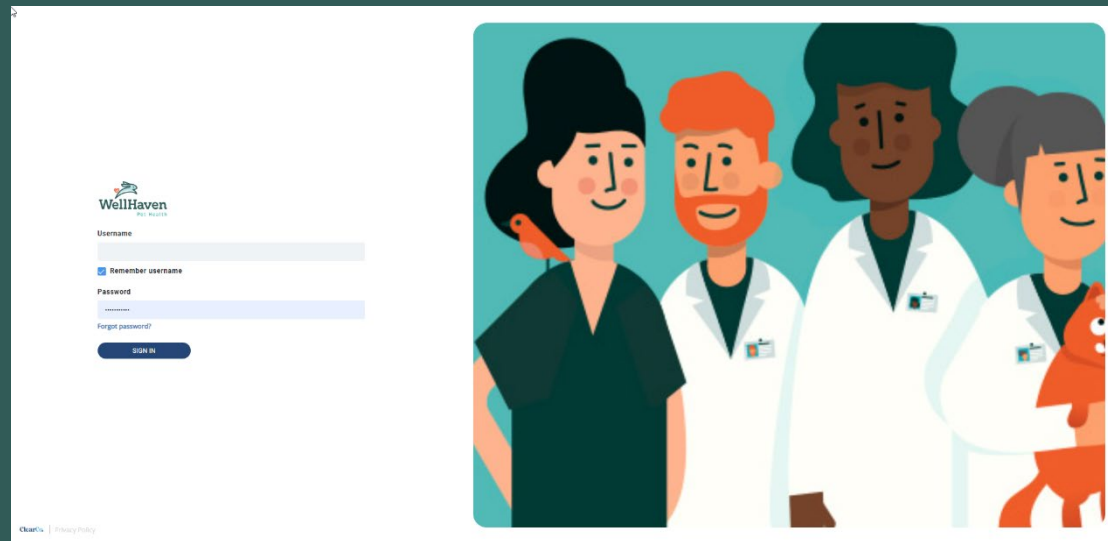




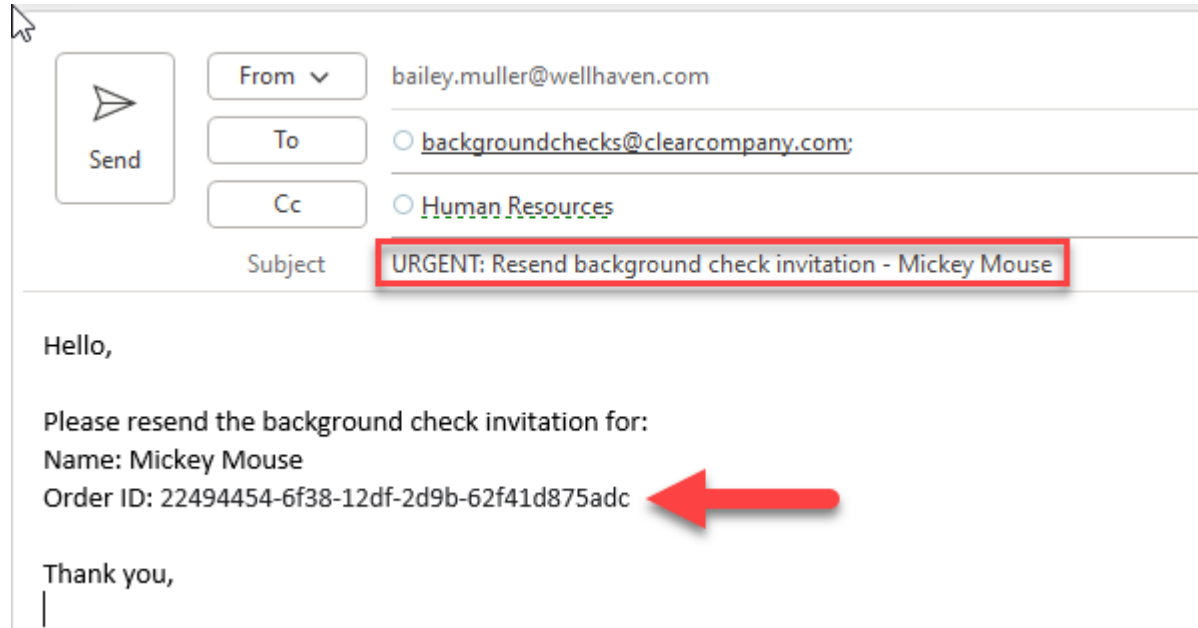
Clear Company – Background Check – Resending Background Check



Background Check – Instruction Guide

When you need to resend a background check invitation to your candidate, send an email to backgroundchecks@clearcompany.com and CC Human Resources HR@wellhaven.com with the following information.

Example Below:



Send

From ▼ bailey.muller@wellhaven.com

To ○ backgroundchecks@clearcompany.com

Cc ○ Human Resources

Subject **URGENT: Resend background check invitation - Mickey Mouse**

Hello,

Please resend the background check invitation for:
Name: Mickey Mouse
Order ID: 22494454-6f38-12df-2d9b-62f41d875adc

Thank you,
|

How to find Order ID is on the next page...

Order ID:

Is found on the candidate's profile – you can copy and paste Order ID directly into the email.

The screenshot displays a recruitment software interface. At the top, a dark header bar contains the word "REQUISITION" and navigation icons for "Help", a share icon, and a close icon. Below this, a light blue banner identifies the "Creative Director" requisition for "Editorial And Publishing (Main Office, 244)" with an "Open" button. A navigation menu includes "Dashboard", "Candidates", "Sourcing", "Details", and "Analytics", with "Candidates" selected. On the left, a sidebar shows a list of candidates under the heading "Interviewing (3)", including David Pool, James Lepley, and Glenn Derby. The main content area features a "Interview Complete" notification for David Pool, with "DECLINE" and "MOVE FORWARD" buttons. The candidate's profile is shown with contact information: phone number "123-456-7891 (Other)", location "Boston, MA", and email "dpcol@email.com". Below the profile, a tabbed interface shows "Profile" selected, with other tabs for "Interviews", "Hire", "Timeline", and "Analytics". A red box highlights the "Profile" tab. Underneath, a section titled "Background Checks by ClearCompany" includes a "Start Background Check" button. A dropdown menu for "Creative Director Requisition (1)" is open, showing a table of background check results. A red arrow points to the "Order Id" field in the table, which contains the value "cc9db6d4-a068-d890-21d1-259426720e3a". The "Status" for this check is "Pending". A green notification box at the bottom right states "Background Check sent." with a checkmark icon.

REQUISITION

Help

Creative Director

Editorial And Publishing (Main Office, 244) Open

Dashboard Candidates Sourcing Details Analytics Candidates

Interviewing (3)

Bulk Actions

David Pool Interview Complete updated today

James Lepley Interview Complete updated today

Glenn Derby Interview Complete updated today

Interview Complete

DECLINE MOVE FORWARD

DP David Pool Creative Director Candidate

123-456-7891 (Other) Boston, MA dpcol@email.com

Applied a few seconds ago (Nov 15, 2022)

Profile Interviews Hire Timeline Analytics Actions

Background Checks by ClearCompany Start Background Check

Creative Director Requisition (1) Latest activity a few seconds ago

Background Checks By ClearCompany (Background Check)

Order Id	Status
cc9db6d4-a068-d890-21d1-259426720e3a	Pending

Background Check sent.