

This reference guide will help you complete the online application form for your UTMB background check. Here are the step-by-step instructions throughout your experience.

Copy and paste the link to your browser >>> <https://shp.utmb.edu/asa/student-resources.asp> then scroll down to the bottom of the page, under **Important Resources**, click > **Background Checks**, and your screen will expand and will give you the information below. See highlighted.

## Important Resources

### **Background Checks**

#### Students Entering Spring 2018 or After

New incoming students will utilize CastleBranch. Students will receive an email at their UTMB student email providing the link to complete the requirements.

Please refer to the information found on the [SHP Newly Admitted Student Checklist](#).

#### Instructions for Students Who Entered Fall 2017 or Before

Students who do not have a CastleBranch account should follow the link below. You may be asked to provide employment history through the data-collection process. The employment history investigation can be significantly shortened if a legitimate e-mail address for your employers is provided, along with a supervisor name. Also, if you were contracted through a temporary agency, please provide the contact information of that agency rather than the company you were placed with.

To proceed with your standard background check, visit the [Sterling Talent Solutions - Standard Package](#) website. The cost of this package is \$40.47

To proceed with your OIG/HCFR & GSA package, visit the [Sterling Talent Solutions-OIG/HCFR & GSA Package](#) website. The cost of this package is \$19.18

If you have any questions or need technical assistance, please contact Sterling Talent Solutions toll-free at 1-888-889-5248.

### **Compliance Training**

### **Dean's List**

On the page, click **Sterling Talent Solutions – Standard Package** to order your Standard background check. However, if you already have your **Standard** background check, you may click the **Sterling Talent Solutions – OIG/HCFR & GSA** background check (if UTMB requires you to do so). Kindly log in using the same email address and password you’ve created by clicking “**I am a returning user**”.

You need to login your account for you to start or continue completing the online application. Once you click the link, you will see the screen below. Proceed by clicking “**BEGIN**” button.

**Sterling**

CONTACT

**Sterling Talent Solutions Invitation Consent Portal**

To proceed, please enter the invitation code provided (if not already populated). You will be directed to the organization's branded site and will be requested to complete the required information.

Invitation Code

4F0C1DFADBD44-74B46F4E

**Begin**

WorkforceDirect

Acceptable Use Policy | Privacy Policy

Then the page below will appear.

**Sterling** Client Support

Email Address

Password

Must be 8 characters in length with 1 uppercase and lowercase letter, 1 number and 1 special character

Confirm Password

**Create Account**

I am a returning user

**\*\*Note: For the best experience, you should be using a web browser that is current (i.e.; Chrome, Firefox, or Internet Explorer 9 or later)**

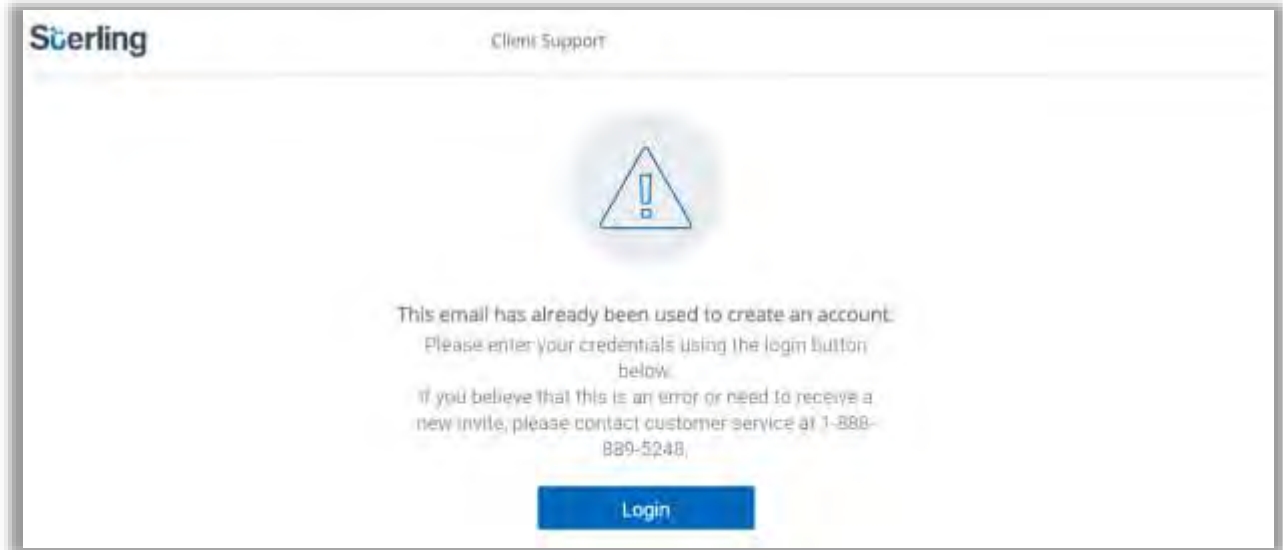
Welcome...

Show more

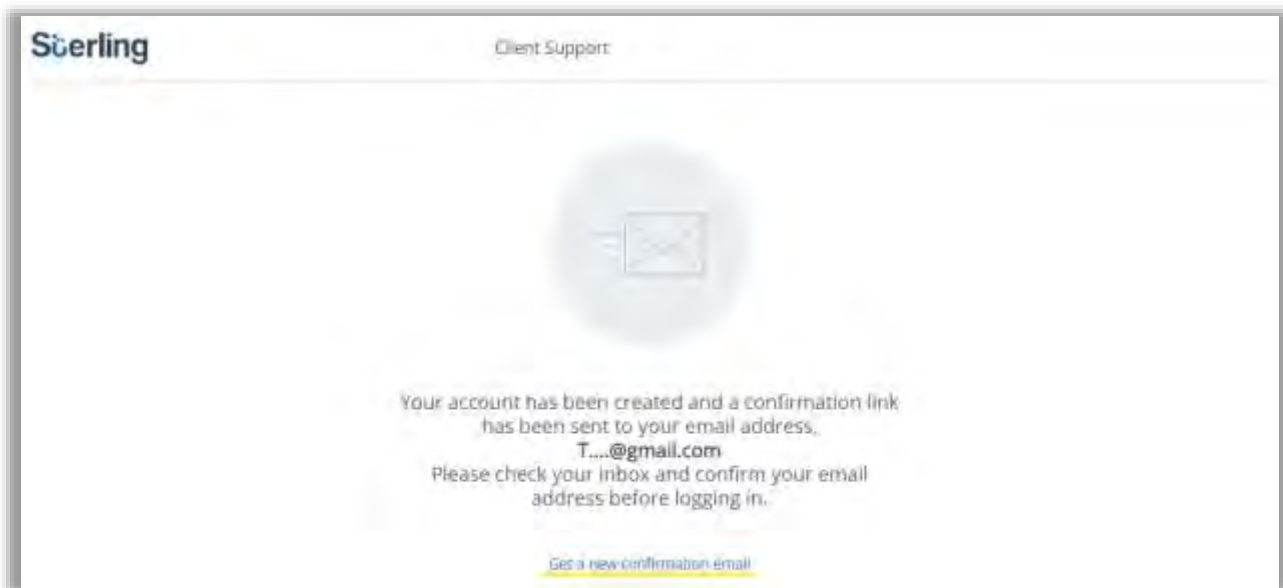
**Create Account:** will be used if the you don't have an account yet and this is the first time you will use the portal. You will create your own **password** for this application form online and should be at least 8 characters long, combination of letters and numbers.

**I am a returning user:** Will be used if you had created an account with your previous employers that used Sterling Talent Solutions as their consumer reporting agency. If don't remember your password, you may click the **Forgot Password**. The reset password process will be sent to your registered e-mail address.

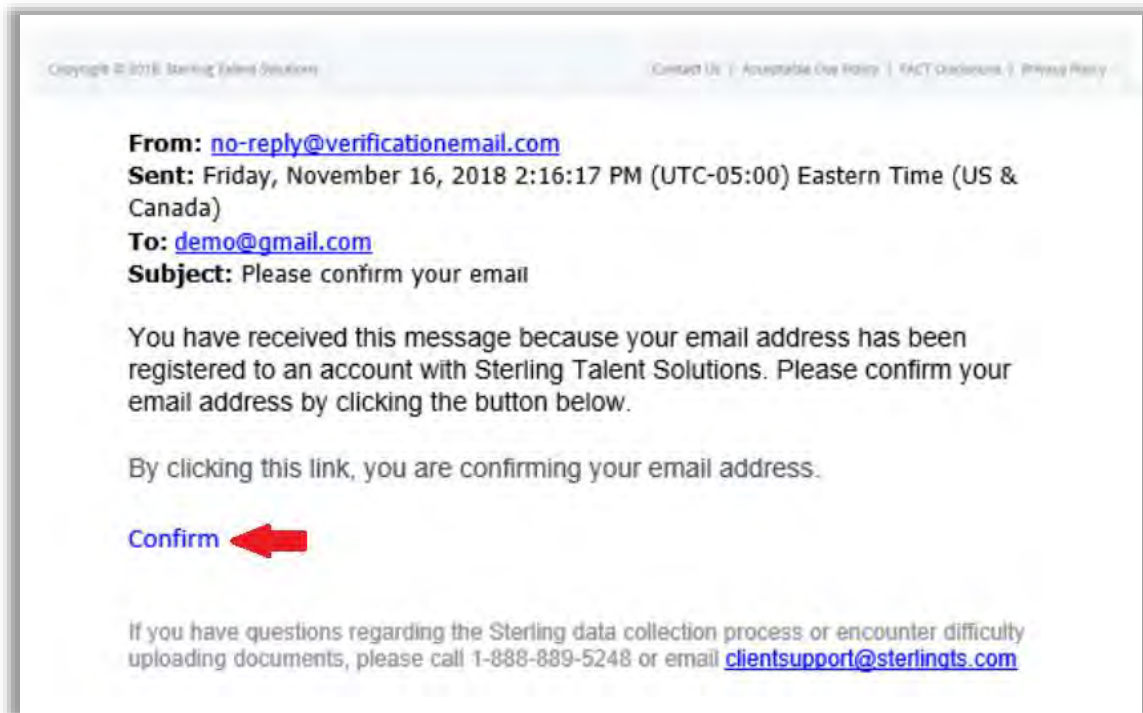
This alert will appear if your email address has already been registered previously. Click the **Forgot Password**. The reset password process will be sent to your registered e-mail address.



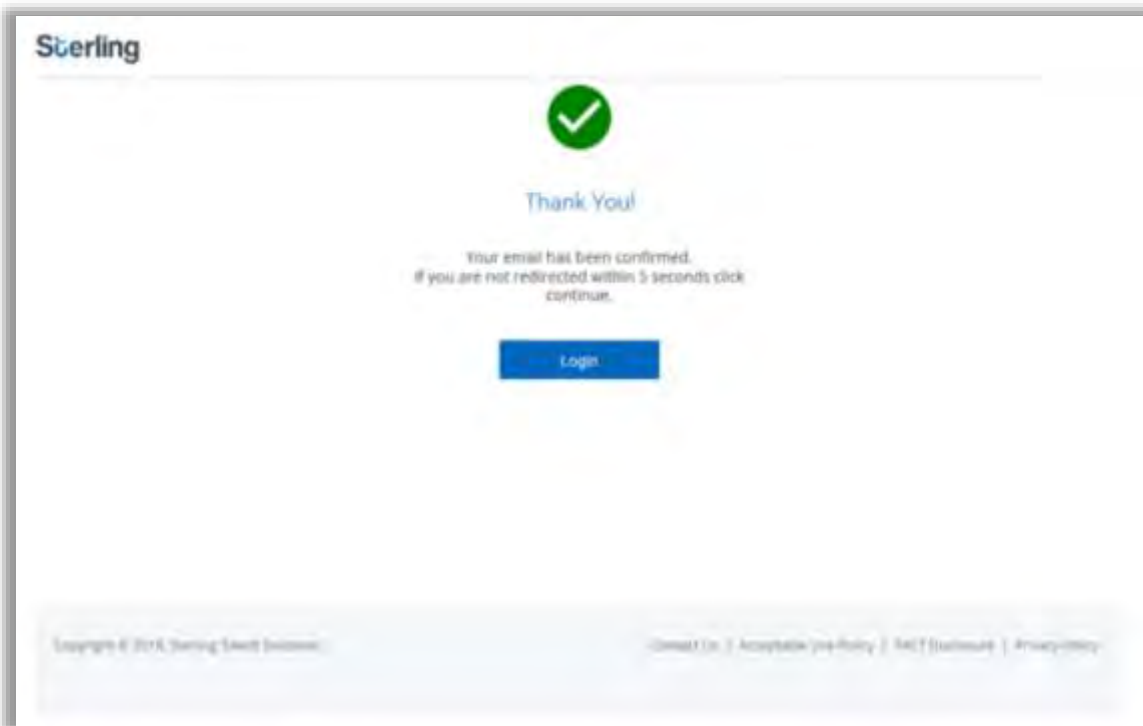
After assigning your password the screen below will show up. Kindly check your inbox for confirmation email. Please make sure that you typed in your email address correctly to make sure you will receive the confirmation email within a minute or two. If not, get a new confirmation email by clicking the highlighted.



The confirmation email will look like the ones below. Click “Confirm”.



Once confirmed, you will see the [Thank you!](#) page below. Kindly log in.



Please log in as a returning user, click **“I am a returning user”** button highlighted below. Log in using your email address and password.

**Sterling** Client Support

Email Address

Password  
Must be 8 characters in length with 1 uppercase and lowercase letter, 1 number and 1 special character

Confirm Password

Create Account

**I am a returning user**

\*\*Note: For the best experience, you should be using a web browser that is current (i.e.; Chrome, Firefox, or Internet Explorer 9 or later)

Welcome...

Show more

### Step 1 – Login Page

With a successful login, you will be asked of your location. Select the country applicable to each of the questions and click **Next** to proceed.

**Sterling Talent Solutions** Contact Sign Out

Go to Activity Center

Home My Profile My Account My Settings My Activity My Alerts My Notifications My Documents My Calendar My Help

**Before We Begin, We Need To Know Where You Are...**

In consideration of International and Domestic data privacy, please provide the following information:

In which country are you completing this process? United States

In which country is the organization located? United States

In which country will your activities be primarily located? United States

In which country do you primarily reside? United States

You have selected the United States, what is your state of residence? California

Mark As Complete

Proceed to Next Step

Next

## Step 2 – Digital Signature

You will need to provide your electronic signature. You will need to scroll down for you to find the signature section.

### Digital Signature

#### Consent to Use of Electronic Records and Signatures

You have the opportunity to complete and sign documents, as well as receive notices and other documents related to your employment application and background check, in electronic rather than paper form. To agree to these uses of electronic documents and signatures, and to sign this document with the same effect as physically signing your name, click the "Sign" button at the bottom of this page after reviewing the information below.

In order to sign, complete and receive documents electronically you will need the following:

- a. A personal e-mail address;
- b. A computer or other device with standard e-mail software;
- c. Internet Explorer version 8 or above, Firefox, Google Chrome, or Safari;
- d. A connection to the Internet; and
- e. A printer if you want to print paper copies.

Alternatively, you may elect to use and sign paper versions of documents related to your application, including the background check. To do so, please contact the company representative that sent you this request.

By clicking "Sign" below, you consent to sign, complete and receive documents relating to your application and background check during both this session and any future sessions relating to your application. Additionally, you consent to electronically receive communications relating to your application and associated background check, including requests for additional information, notices of actions taken on your application required by law, including the Fair Credit Reporting Act, and notices of your rights under federal or state law.


Your consent applies to documents completed, signed or provided via this website, as well as to documents transmitted via email.


You have the right to withdraw your consent at any time by calling SterlingBackcheck at 1-800-943-2589, emailing [clientsupport@sterlingbackcheck.com](mailto:clientsupport@sterlingbackcheck.com), or writing to: SterlingBackcheck (ESign Center), 5750 West Oaks Blvd, Suite 100, Rocklin, CA 95765. After withdrawing your consent, please also contact the company representative that sent you this request to make arrangements to receive paper copies of documents and communications.

If your contact information changes, please call SterlingBackcheck at 1-800-943-2589, email [clientsupport@sterlingbackcheck.com](mailto:clientsupport@sterlingbackcheck.com), or write to: SterlingBackcheck (ESign Center), 5750 West Oaks Blvd, Suite 100, Rocklin, CA 95765.

After consenting, you can obtain copies of documents and communications relating to your application and associated background check by: (1) using your browser to print paper copies or save electronic copies of documents or screens during this session and future sessions; (2) selecting one of the options on the "Thank You" page at the end of this session; or (3) calling SterlingBackcheck at 1-800-943-2589 to request that paper copies be mailed to you at no charge.

I understand that by typing my name where indicated below, and then clicking on "Sign," I consent to the use of electronic records and signatures in the manner described above, and the electronic storage of such documents.

Type name:  



Please type your name in the **Type name** field.

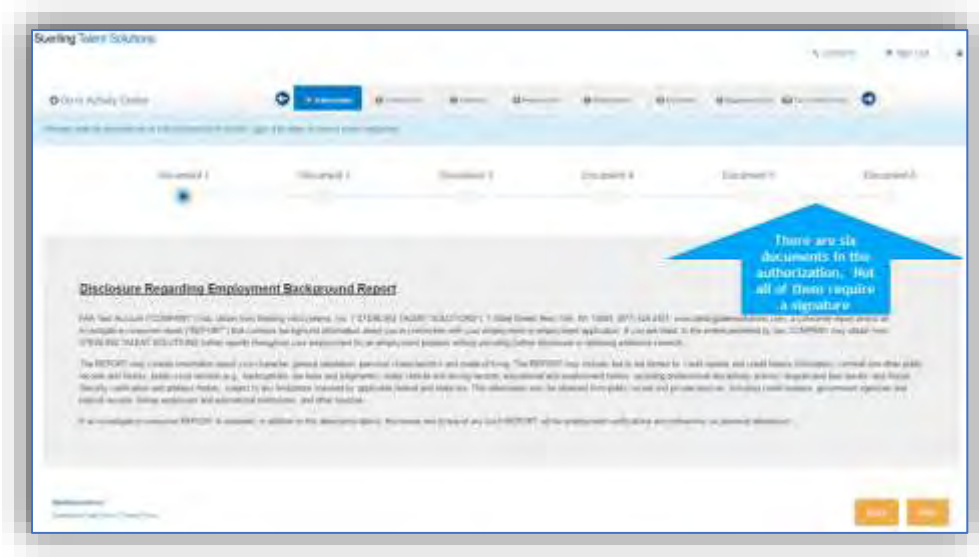
Click on the **Sign** button right across the name field.

**Note:** The **Next** button is disabled until the you click the **Sign** button.

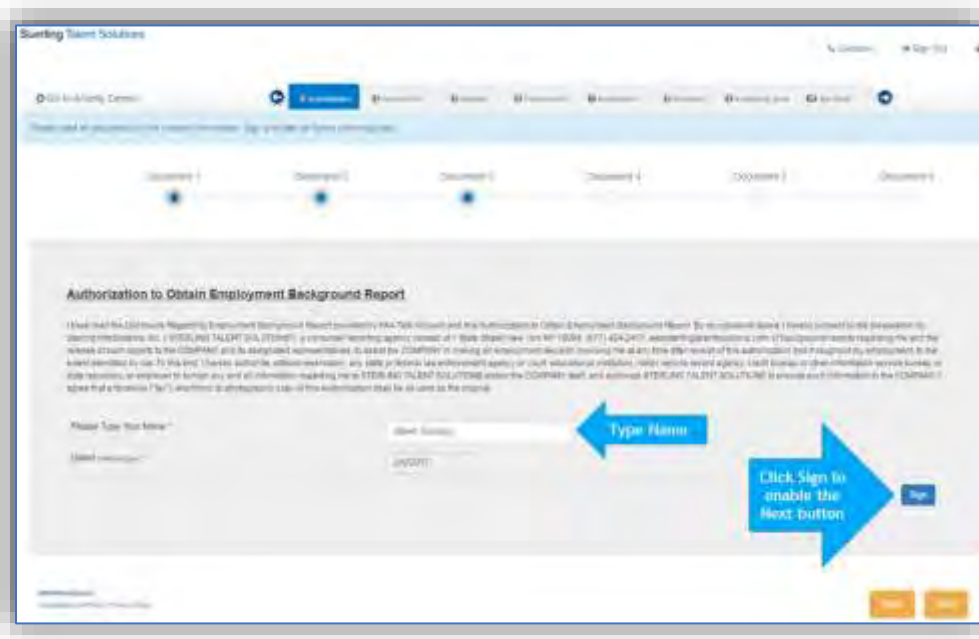


### Step 3 – Authorization

You are recommended to read through each document on the Authorization section.



Click the **Next** button to go through the next document.



You will be asked to provide your signature one more time. Kindly type your name again on the **Please Type Your Name** field and the date in the **Date** field.

Click the **Sign** button at the lower right corner.

**Note:** The **Next** button is disabled until the you click the **Sign** button.

## Step 4 – Contact Info

You will need to enter your Name, Maiden/Alias Names, Phone Numbers, and E-mail Addresses. When all the sections show **Complete**, you may proceed to the next tab.

The screenshot shows the 'Contact Info' section of the Sterling Talent Solutions interface. The 'Candidate Name' section is the primary focus, with fields for Prefix, First Name (filled with 'Albert'), Middle Name (with a checked 'I don't have a Middle Name' option), Last Name (filled with 'Gonong'), and Suffix. Below these fields are 'Yes' and 'No' buttons for the question 'Do you have other names that you are known by?'. A blue arrow points to the 'No' button with the text 'Click 'No' to save the information'. Other sections include 'Maiden/Alias Names', 'Phone Numbers' (marked 'Required'), and 'Email Addresses' (marked 'Complete' with the address 'albert.gonong@sterlingts.com'). At the bottom right are 'Save', 'Edit', and 'Next' buttons.

### Contact Info Section

#### CANDIDATE NAME MAIDEN/ALIAS NAME

You must provide your full name. If you do not have a Middle Name, you must tick the **I don't have a Middle Name** box.

If you have alias names or other names (maiden name), it is recommended to add them by clicking **Yes**. The information provided will be automatically saved.

Clicking **No** will save the information.

#### PHONE NUMBERS

If you are being notified of errors, you must click the **Edit** button to expand the fields and find out what is causing the error.

Provide/Update the information and **Save**.

#### EMAIL ADDRESSES

Your e-mail address is pre-populated. You have an option to add other e-mail addresses.



Candidate Name: [Name] [Complete] [Edit]

Mobile/Alias Names: Do you have other names that you are known by? (For example maiden name, alias, etc.) [Yes]

Phone Numbers: +1 (00) 771-2345 [1 Error] [Remove] [Edit] You currently have 1 entry on this page.

Would you like to provide an additional phone number? [Yes]

Phone Numbers: [Add] [Remove] [Edit] [1 Error]

You currently have 1 entry on this page.

Please correct all errors that may have triggered and saved with a [X] icon. Please email for help if you have questions.

Phone Number: [Field] [Field] [Field] [Field]

Phone Type: [Field] Phone Country: [Field] Home Number: [Field] [Field]

Email Address: [Field] [Complete]

Save [Next] [Cancel]

**Note:** If you are satisfied with the information you have provided, you must click the **Save** button before clicking **Next**.

### Step 5 – Address

UTMB may require a total of 7 years of address history or more. You must always follow the instructions stated at the top of this tab. You need to enter the current address first. Clicking **No** on the question **Would you like to add another address?** will automatically save the information.

Click **Yes** to add another address.

Sterling Talent Solutions [Complete] [Sign Out]

Go to: Activity Center [Address] [Personal Info] [Education] [Employment] [Training/Career] [No Profile] [Review]

Please provide the past 7 years of your address history.  
Do not include any gaps over 1 month.  
You can add your previous address history after you have provided your current address.

Current Address: [Complete] [Edit]

United States 1 Main Street Beverly Hills, CA 90210 Jan 2016 - Current

Address History: [Complete] [Remove] [Edit]

United States 2 Main Street San Diego, CA 92115 Feb 2014 - Jan 2016

United States 3 Main Street Pasadena, CA 91115 Mar 2013 - Feb 2014

Would you like to add another address? [Yes]

Worked On: Address for [Name] [Home] [Phone]

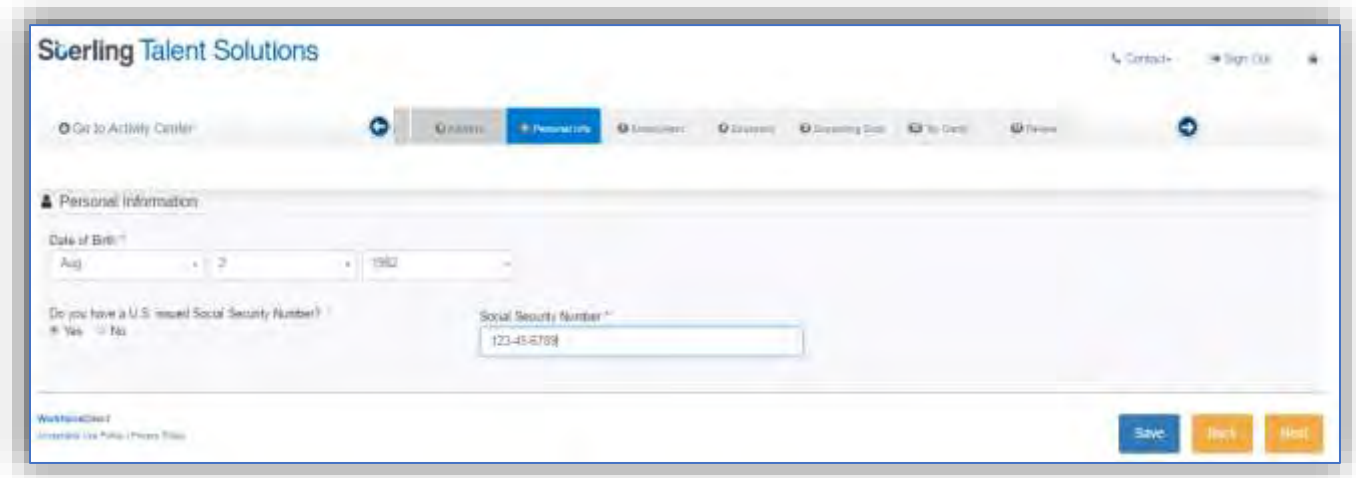
Save [Next] [Cancel]

The **Start Date** of the current address should match the **End Date** of the previous address. This applies on the previous and the subsequent address histories that the candidate entered as well.

If you are satisfied with the information you have provided, you should click **Save** and then **Next** to proceed.

## Step 6 – Personal Info

This section of the online application form will ask for your Date of Birth and the Social Security Number.



The screenshot shows the 'Personal Information' section of the Sterling Talent Solutions application form. The form includes a navigation bar with 'Personal Info' selected, a 'Date of Birth' field with a dropdown for the month (set to 'Aug') and a year field (set to '1982'), a question 'Do you have a U.S. issued Social Security Number?' with radio buttons for 'Yes' and 'No', and a 'Social Security Number' field containing '123-45-6789'. At the bottom right, there are 'Save', 'Next', and 'Back' buttons.

### Personal Info Section

#### DATE OF BIRTH

The system will detect if you are a minor upon entering the DOB information. You will get a message to contact Sterling Talent Solutions for further assistance.

#### SOCIAL SECURITY NUMBER

A valid US issued SSN is needed. If you do not have a US issued SSN, please select **No** on the question **Do you have a U.S. issued Social Security Number?**

## Step 7 – Employment

Instructions from the client are provided at the top of the screen. This includes as to how many previous employers you should provide.

The screenshot shows the 'Employment' form in the Sterling Talent Solutions system. The form is titled 'Employment' and includes a 'Complete' status indicator. It contains the following fields and sections:

- Instructions:** A box at the top with instructions: 'Please provide the past 7 years of your employment history. Or, you may provide a combination of up to 1 current and 6 past employers. If you don't meet these requirements, you can still complete this step by answering all of the questions, and clicking the Next button.'
- Employment Summary:** A table showing the current employer: Realm of Camelot, Knights of the Roundtable, King Arthur, King Arthur@camelot.com, +1(202) 213-5485, United States, 3 Main Street, Washington, DC 20015, Jan 2014 - Current, Type: Standard, USD 30000 Annual.
- Do not call this employer:** A radio button.
- I currently work here at:** A radio button.
- Employer Name:** Realm of Camelot
- Job Title:** Knights of the Roundtable
- Type of Employment:** Standard
- Start Date:** Jan 2014
- End Date:** Present
- Country:** United States
- Address Line 1:** 3 Main Street
- Address Line 2:**
- City/Town:** Washington
- State/Province/Region:** Washington, DC
- Zip/Postal Code:** 20015
- HR or Supervisor's Name:** King Arthur
- HR or Supervisor's E-mail Address:** King Arthur@camelot.com
- Country of HR or Supervisor's Phone Number:** United States
- HR or Supervisor's Phone Number:** +1 (202) 213-5485
- Currency:** USD United States Dollars
- Current Salary (Exclude Commission & Bonus):** USD 30000
- Frequency:** Hourly, Monthly, Annual (selected)

Callouts on the right side of the form:

- Instructions are provided on how many previous employers applicants are required to provide
- Applicants should tick this box if they do want STS to contact this employer
- Applicant should tick the box if this is their 'current' employer
- Digits only, no special characters

You should indicate if the employment entered is their current employer by ticking the **I currently work here** radio button. Candidate tick the **Do not call this employer** radio button if they don't want Sterling Talent Solutions to contact the employer. The **Salary** field should not include any special characters, digits only.

The screenshot shows the 'Employment' form in the Sterling Talent Solutions system. It includes the same fields as the previous screenshot. A callout box points to the 'Do not call this employer' radio button:

Tick the box if applicants don't have other additional employment

You just need to put a check at the **I do not have any additional employment history to provide** box if you do not have anything to add. If there are gaps in the dates of the employment histories, a window will pop up for you to provide the reason for those gaps.

Reasons such as **Unemployment, School, Military, and Others** can be selected.

If you are satisfied with the information they have provided, click **Save** and click **Next** to proceed.

## Step 8 – Education

Instructions from the client are provided at the top of the screen. This includes if you should only enter the highest education obtained.

The screenshot shows the 'Education' form in the Sterling Talent Solutions system. At the top, a message reads: 'Please provide education history, up to 1 education record. It is recommended to list your highest level obtained first before adding other history. If you don't have enough to meet the requirement, complete this step and click on Next. And in Testing'. The form fields include: 'Where did you study?', 'Address Line 1', 'Address Line 2', 'City/Town', 'State/Province/Region', 'Zip/Postal Code', 'Institution Name', 'Institution Type', 'Course Format', 'Degree Type', 'Map/Field of Study', 'Did you graduate?', 'Start Date', and 'End Date'. A blue callout box on the right says: 'Instructions are provided what type of education must be provided'. Another blue callout box below it says: 'Applicants are recommended to provide their name of attendance, should they get married or had their name changed'. Arrows point from these callouts to the 'Institution Name' and 'Name during time of attendance' fields respectively.

If you had a different name during their school attendance, it is important to type the name in the **Name during time of attendance** field. Select the appropriate **Degree Type**.

This screenshot shows the 'Education' form with an error. The form is populated with: 'United States', '5 main Street, Beverly Hills, CA, 90210', 'Sir Albert Ganong, Jan 2009 - Jan 2013', 'Bachelor's', and 'Did you Graduate: Yes'. A red error message at the top right says: '1 Error You currently have 1 error on this form.' A blue callout box with an arrow points to the 'Edit' button. Below the form, a red box contains the message: 'You currently have 1 error on this form. Please correct all errors that have been highlighted and marked with a [red triangle icon]. Please enter your input.' A blue callout box on the right says: 'Provide/update the needed information and click "Save".' Arrows point from this callout to the 'Map/Field of Study' field and the 'Save' button.

If errors are encountered, click the **Edit** button on the upper right corner to expand the section and locate the error. If you are satisfied with the information they have provided, click **Save** and click **Next**.

### Step 9 – Supporting Documents

Clients may require their candidates to complete other consent forms. If there is none, then this section is **optional**.



Click the **Download File** button to download the needed consent form/s

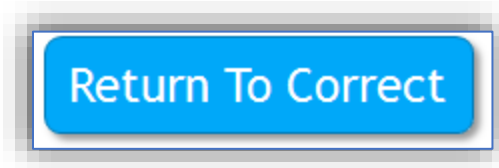
You need to **physically complete and sign** the consent form, then save the file to their computer by scanning it or taking a photo of it using the phone.

Go back to the portal, attached the consent form/s by clicking the **Upload File** button in the **Support Documents** tab of the portal.

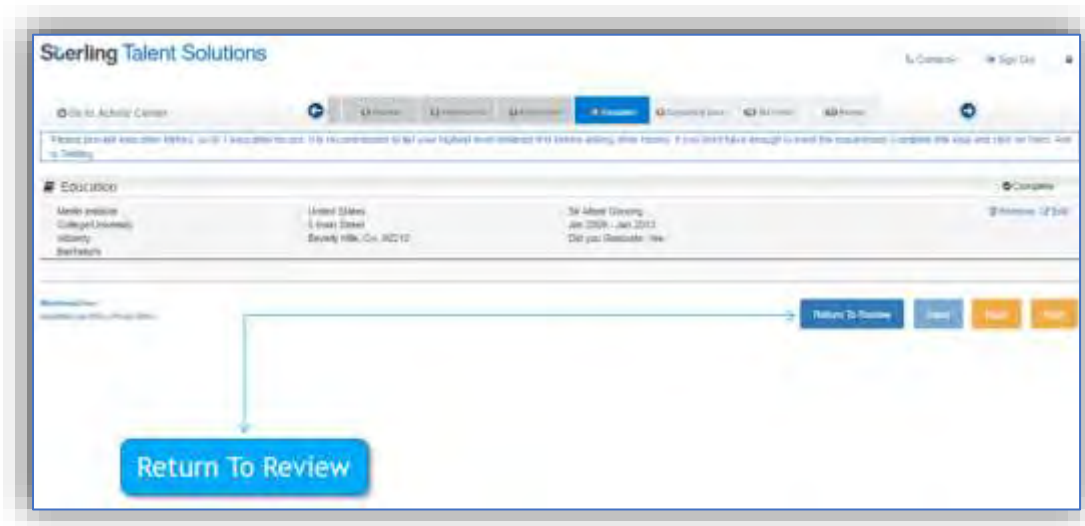
### Step 10 – Review

The final stage of the online application is the Review section. Here, you will be advised if there are errors that were not fixed during the completion process.

The **Return To Correct** button will appear to indicate which section has errors. Clicking that button will immediately brings you to that section.



After fixing the error/s, click **Save** then click the **Return To Review** button. Doing so will bring the candidate back to the **Review** section.





Put a check on the **By checking this box, I confirm that I have provided all the required information and that I will be unable to make changes after I click the Submit button box.**

Applicants must tick this box to enable the "Submit" button

### Step 11 – Thank you – Exit

A thank you message will be displayed after clicking the Submit button. You will have the option to print a copy of the application form and even e-mail then instructions on how to login and view or print the application on a later date.

Email me the instructions

Select the appropriate option to print a copy

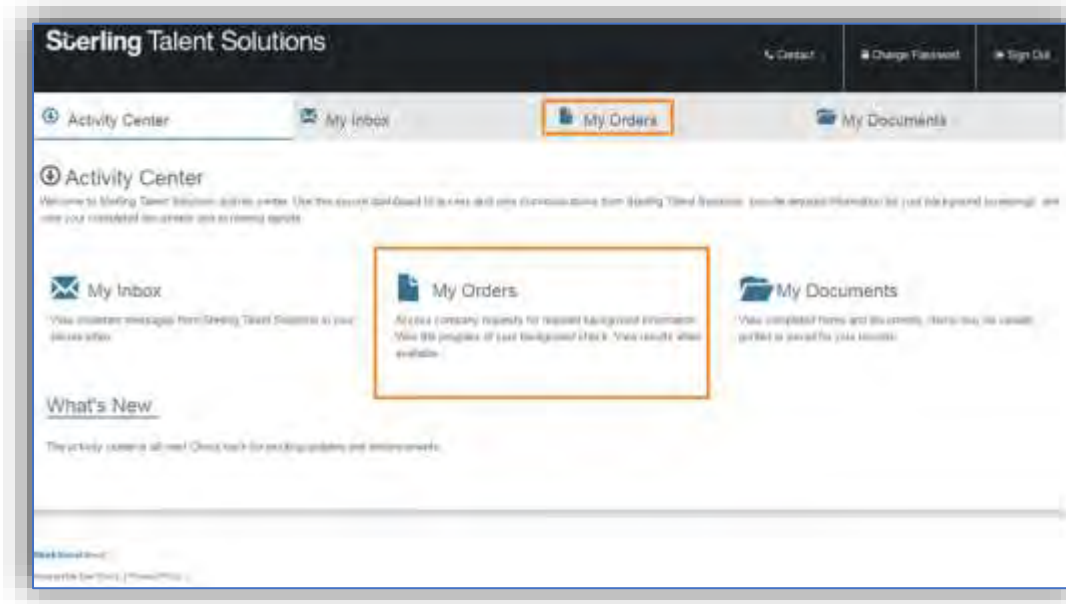
Tick the Email me the instructions radio button if you would like to view or print the application form on a later date.

If no other action is needed, you can just click the Exit button.

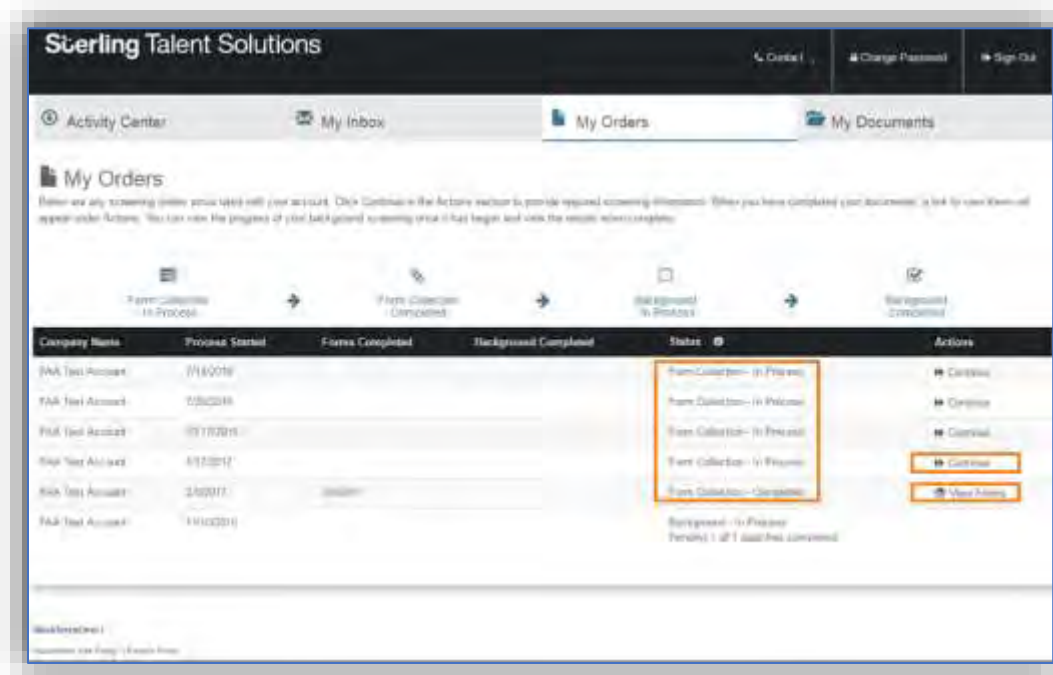


## Activity Center

The Activity Center is your portal dashboard where you can view messages, background check orders, and related documents.



If you decided to continue completing the application form on a later date, they will need to go to **My Orders** to continue. In My Orders, you will be able to view a track list of previous employers who uses Sterling Talent Solutions services that you applied for, *provided the email address used to send the E-Invite on the previous ones and the current one is the same.*



If you wish to continue completing their application forms, they should click **Continue**.

If you completed the online application form previously and wishes to view your application form, you should click **View Forms**.

In My Orders, you will also be able to monitor your background check's status, however the status is limited to **Pending** and **Complete** order status only. *Should you need more information, you may call Client Services toll free number 1 888-889-5248.*

## FREQUENTLY ASKED QUESTIONS

**“When I enter my e-mail address and the password on the login page, it gives me an error message “e-mail address entered does not match a record in our system.””**

Please make sure you are creating an account under the section **Create Account** and make sure to use the same e-mail address where the E-Invite was sent.

**When I enter the e-mail address and my password on the login page, it gives me an error message “The password entered does not match our records.””**

Please click on the link **Forgot Password**. A temporary password will be e-mailed to your registered e-mail address. You may then login with the new password and you will be prompted to change it when you first login.

**When I try to create a new account on the login page, it gives me the error message “The account already exists with the given email address.””**

An account was created with this e-mail address, most likely because you have completed this before for a different company. Please click on the **Forgot Password** link. A temporary password will be e-mailed to your registered e-mail address. You may then login with the new password and you will be prompted to change it when you first login.

**I am on the Employment Section and I am getting the error message “There is a gap in dates for employers and \_\_\_\_\_.””**

Please make sure there is no gaps on the dates between the two employers. If you were not employed during this time, please specify the reason for the gap. (A pop-up will also appear for the candidate with similar instructions.)

**I am getting an error in the Salary Section.**

Please make sure that the salary field does not contain the special character **₪**. Also, please make sure to check the appropriate salary type “Hourly/Monthly/Annual.”

**I am on the Required Documents section and the page just keeps loading.**

You may not be using a compatible internet browser. Please use Internet Explorer 9 or above, Google Chrome or Mozilla Firefox. The information you have entered up to now will be saved, even if you log out and log back in with one of these browsers.

**The “Next” button on the page is not highlighted.**

Please make sure that you have completed everything with a red asterisk on the page. If you are on the Disclosure and Authorization sections, please scroll down and make sure you have typed your name and clicked the **Sign** button, or have checked all appropriate boxes.