

US Background Check Screening Process

Candidate Information

2024

Congratulations! You are about to embark on a new journey with Thomson Reuters. We are excited to get the preemployment screening process started with you and have it run as smoothly as possible. Your active participation is important for the success of completing the background check. You'll be asked to provide documentation to HireRight and/or additional contact information.

Please contact your Talent Acquisition Coordinator should you have any additional questions on the process.

It's important to be in contact with our Talent Acquisition Coordination team throughout the background screening process as they will be able to provide additional guidance and direction on critical components such as submitting documentation and contact information for HireRight.

Common Questions:

How do I submit additional documentation such as a W-2 or 1099 to HireRight?

Please send your documentation to documentation@hireright.com.

How many past employers should I list?

Please list all paid positions over the last 7 years. You do not need to list unpaid positions.

Who should I indicate as my employer if I am currently or have been a contractor in the past?

List the name of the organization that has you on payroll/sent you your paystubs or W2. Hire Right will contact them for verification.

Can I leave out my education?

No, please include your most recent completed education. If you are currently in school and have not graduated, please do NOT list that **education**.

How long will the background check process take?

The length of time for turnaround can vary and depends on the responsiveness of your previous employers, educational institutions, and county court offices. On average it takes about 10 business days. Please be sure to submit your information into Hire Right as soon as possible.

Helpful Tips for Completing your background Investigation

Thomson Reuters has partnered with a third-party firm, HireRight, to conduct background investigations within the US. You will receive an email requesting your consent to conduct the investigation. Some of your information will pre-populate based upon your application; however, you should review for accuracy and add any missing or additional information. Information provided to HireRight via fax, email, or the Applicant Centre is secure. Please complete the information as soon as possible to avoid delays. Background investigations must be complete prior to your start date.

LOGIN/PASSWORD

- Your login and password are case sensitive and will remain active for 30 days from the date you first log in, or 60 days from the date you received them, whichever comes first.
- You will not be able to make any changes to your information once you officially submit the information online. Your login and password will be deactivated, so please make sure your information is correct before you submit it.

CUSTOMER SERVICE

- Contact HireRight Customer Service with any questions you may have. Customer Service is available 24 hours a day, beginning Sunday 5:00 p.m. through Friday 9:00 p.m. Pacific Time (GMT-8).
 - +1 866 521 6995 (within the US and Canada) – Option 1 for background investigations/Option 2 for drug testing
 - +1 949 428 5804 (outside the US and Canada) – Option 1 for background investigations/Option 2 for drug testing
- Live chat via the Applicant Center (accessible via the link, login, and password provided in the introductory email from HireRight). Click on “Live Help” to chat with a customer service representative. You may email yourself a transcript of the chat afterward before you close out of the chat.

- Data privacy: any information faxed, emailed, or uploaded to HireRight’s Document Management team is through a secure portal, regardless of where (location) the processing of the document might take place.

EMAIL COMMUNICATION

- HireRight may send you multiple emails regarding various portions of your background check, so please be sure to reply promptly to help expedite the process.
- Please check each email as they may be for different requests.

EMPLOYMENT

- Automated/online verification systems – if your current/ past employer utilizes an automated/online system to verify employment, HireRight cannot contact that employer directly. HireRight must wait for a response from the system. Example: Tax/Work Number is an automated system.

EDUCATION

- NSCH (National Student Clearing House) – if your current/ past educational institution utilizes an automated/online system to verify education, HireRight cannot contact that educational institution directly. HireRight must wait for a response from the system.

Non-campus/university recruited hires:

- Please provide your highest-level degree received.
- If you’re currently enrolled in school and or didn’t complete a program, do not provide

APPLICANT CENTER

Accessible via the link, your login and password are provided in the introductory email from HireRight.

- Real-time status reports
 - Notifications about actions required.
 - Documents needed/received.
 - Percentage (%) of completion of the report
- Electronic document submission and receipts
- FAQs and access to live chat for help

ELECTRONIC DOCUMENT SUBMISSION

- Acceptable file formats are TIF, JPG, GIF, and (non-password-protected) PDF files.
- The HireRight document management center cannot accept the following:
 - Zip files
 - Password-protected files
 - Corrupt files
 - Unknown file extensions
 - Documents utilizing a link (i.e., Secure Send, etc.)
 - Documents over 20 MB (HireRight can receive incoming emails with a size of up to 20MB but no larger).

that information, but rather your highest completed degree received.

- Campus/university recruited hires:
- Please provide your dates of attendance, expected graduation date, and degree program.

DRUG TESTING (IF APPLICABLE)

- If drug testing is required, you'll need to complete your background investigation first. Within several hours of completing your background investigation, you'll receive another email from HireRight with an electronic chain of custody form. You must complete your drug test within two business days of receiving your chain of custody form. Walk-in appointments are accepted however, you may want to make an appointment.

