GOODHIRE’S

Candidate Experience Demo
Table Of Contents

Overview ................................................................. 3

Phase 1:
Enter Information & Give Consent .................... 4

Phase 2:
View Results ......................................................... 8

Phase 3A:
Add Comments for Context ................................ 13

Phase 3B:
Dispute Inaccuracies .............................................. 17

Phase 5:
Get Full Transparency ........................................... 23
GoodHire gives candidates access to their background check results in the same simple, interactive online format available to employers.

Let’s view the candidate experience!
PHASE 1

Enter Your Information & Give Consent
GoodHire Emails You To Start The Process

GoodHire requests that you complete your information and give consent for the background check.
Complete Your Information

Enter and confirm your information. The information needed will depend on the type of background check your employer purchased.
Give Consent To Run The Check

Sign GoodHire’s e-consent form. Make sure your name exactly matches the name entered on the previous page.
PHASE 2

View Your Results
GoodHire Emails You When Results Are Ready

This email will include a link to view your background check results.
See What Is Included In Viewing Your Results

GoodHire will help you dispute any inaccurate information and add comments to explain any alerts that appear in your results.
Enter Your Information To View Results

Easily access your results by entering your personal information used to run the background check.
View Your Background Check Results

View the results of your background check by clicking on the different searches and verifications in the left column of your results.
PHASE 3A: IF YOUR RESULTS HAVE AN ALERT

Add Comments For Context
Easily Add Comments To An Alert

Alerts/records that appear in your results have links to add comments giving employers more context about the alert.
Write Comments To Give Context

Comments will also be shown when employers view your background check results.
GoodHire provides tips and examples to help you portray yourself positively.
PHASE 3B: IF RESULTS HAVE INACCURACIES

Dispute Inaccuracies Quickly Online
Get Help With Any Concerns About Your Results

If you select that a record is not accurate, GoodHire will make a recommendation, which might include filing a dispute.
Learn How Disputes Work

GoodHire investigates your background check results and makes any corrections or notifications within 30 days.

How to File A Dispute

You Provide Details About Your Concern

GoodHire Will Investigate Your Results

Any Changes Will Be Made Within 30 days*

FILE A DISPUTE

BACK TO RESULTS

*In some cases, the Fair Credit Reporting Act provides GoodHire a 45 day window to complete your dispute reinvestigation. If your reinvestigation is not complete in 30 days, please feel free to reach out to GoodHire for additional information.

View a Summary of Your Rights Under the FCRA
Enter Details About Your Concern

The details of the record are shown to help you explain your concerns. You can also securely upload supporting documents.
See Confirmation That A Dispute Was Filed

GoodHire makes it as easy as possible to file as many disputes as necessary and have real-time access to the status.

Your Dispute Has Been Filed

Here’s what will happen next:

- GoodHire will investigate your results free of charge and any necessary changes will be shown in your results within 30 days.*
- You can check the status of your dispute on the top of your results. Our support team will reach out to you if we need more information.

*In some cases, the Fair Credit Reporting Act provides GoodHire a 45 day window to complete your dispute reinvestigation. Check out our FAQ for more information on disputes.

DISPUTE ANOTHER RECORD  BACK TO YOUR RESULTS
See The Progress Of Their Dispute

The record status changes to “Processing Dispute” and GoodHire gives you an estimated date of completion.
PHASE 4

Get Full Transparency
## Get Your Questions Answered

Common candidate questions are answered in our FAQ.

### Frequently Asked Questions

#### General Questions

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What information does Goodhire collect to run my background check?</td>
<td>Goodhire collects different information depending on the type of background check ordered. To deliver accurate results and ensure your privacy, we require: Legal name, Date of birth, Residential address, Social Security number. If the background check includes an employer or education verification, we collect past employer and school details (such as name and phone number).</td>
</tr>
<tr>
<td>Why do you need my Social Security number?</td>
<td></td>
</tr>
<tr>
<td>What do I do if I have questions about records on my background check results?</td>
<td></td>
</tr>
<tr>
<td>How long will my background check take?</td>
<td></td>
</tr>
<tr>
<td>Why didn’t my criminal record show up on the background check?</td>
<td></td>
</tr>
<tr>
<td>What do I do if I find mistakes in my background check?</td>
<td></td>
</tr>
</tbody>
</table>

#### Employer Run Background Checks

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What if an employer decides not to hire me as a result of seeing my background check?</td>
<td></td>
</tr>
<tr>
<td>What information will my background check return?</td>
<td></td>
</tr>
<tr>
<td>Does Goodhire compile a complete work history?</td>
<td></td>
</tr>
</tbody>
</table>
See If An Employer Marks an Alert as Ok

If an employer marks an alert as ok, this will be shown in the candidate’s results. Not all employers will mark alerts as “OK” so do not be alarmed if you do not see this in your results.
Any Questions? Contact Us.

support@goodhire.com
1-888-906-4284