

Volunteer Background Screening Guide



System Requirements

- ◆ Internet access is mandatory – To view a ChoicePoint website, you must have an Internet browser with the following qualifications: Microsoft Internet Explorer Version 5.0 or higher, or Netscape Version 6.0 or higher.
- 1. Log onto www.cpscreen.com, and bookmark for future reference.
- 2. Click on the appropriate link to screen a volunteer. This will guide you to the VolunteerSelect website.

How to Set Up Accounts

- ◆ New Users will need to set up the VolunteerSelect account. Make sure to fill out the online form on the website.
- 1. From www.cpscreen.com, please click on the volunteer link.
- 2. Click on the Sign Up Now link on the VolunteerSelect website.
- 3. Complete the new user form- fill in contact information on the Subscriber Page.
*NOTE – Make sure to enter the **promotional code “JOL”** in the appropriate box.
- 4. Account may be set-up for Credit Card or Invoice billing. Please select the appropriate box at the top of the “Sign-up” page.
- 5. Click Process My Application after reading the service agreement at the bottom of the page.
- ◆ Processing Your Application: *You will be contacted by e-mail within 24-48 hours from submission with your account number and password. When you receive your password, you are ready to order/view background reports.*

How to Order Background Reports

1. Log onto the VolunteerSelect website through www.cpscreen.com. Enter your account number, and password at the top of the website.
2. Click on the Background Screens link
3. Click on the Begin Search sub-heading. You should see a map of the United States.
4. Select a state where the applicant currently resides, or use the address where he/she lived for over 6 months.
5. The state package will be selected for you, then click Continue Search.
6. Candidate Entry Form- Please enter the requestor information and then the applicant's information. Click on Submit Search when you are finished. **Do not use dashes or slashes for the Soc. Sec. numbers, date of birth, or phone number entries.

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How to View Reports

1. Log onto the VolunteerSelect website through www.cpscreen.com. Enter your account number and password in the boxes at the top of the website.
2. To retrieve results, click on the main "Background Screens" link, and then "View Reports" sub-heading.
3. Retrieve results page - displays an alphabetical listing of candidates' results. The completed results will remain on your screen for 30 days from the last viewed date.
4. Complete Reports – Every result has been retrieved.
Pending Reports – Partial information is ready to be viewed but other reports are being processed.
In Progress - Your order was received, but no information is available at this time.
5. Complete reports color coded "green" represent a clear report; reports color coded "red" represent a report that is not clear and will need further review by diocesan legal counsel (815-744-7171).

Additional Information – Review Before Ordering Reports

- ◆ Before a background report can be obtained, you must have written authorization from the applicant. An approved consent form has been provided to you by the Diocese.
- ◆ The User Profile section must be completed. Once you have obtained your account number and password, log onto VolunteerSelect through www.cpscreen.com. Enter your account number and password in the boxes at the top of the website. Click on the heading Background Screens and then User Profile.
- ◆ For more assistance, please contact Technical Support at 1-800-962-2091.