



RSI Screening

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Website User Guide

Dear RSI Client:

The RSI website is a great tool for conducting background checks on your prospective applicants. The following information will help you navigate and use the RSI website.

Password Security:

Keep passwords protected. Do not share your user name and password with anyone. All users must have their own login account. Enable a password protected screen saver. Passwords must not be words found in a dictionary. Passwords should have no personal significance for their user (e.g., names of spouses, friends, favorite sports, pets, hobbies and so on are too easy to guess for anyone who does a bit of background checking).

Password Content

Passwords should consist of at least eight alphanumeric characters, including at least one non-alphabetic symbol (e.g., urto5jelex is a better password than urtojelix). Passwords should not merely increment a numerical value from change to change (e.g., urto5jelex followed the next time by urto6jelex is poor choice of passwords). Passwords should also avoid: 2 or 4-digit year; 3-character abbreviations for any month; 3 or more characters in alphabetic order; Any string of 3 or more identical characters; Any string or 3 or more characters repeated or reversed; The username itself or its reverse.

Password Entry

When passwords are being keyed, users must be sure that no one is shoulder-surfing (observing their keystrokes). Anyone near a person entering a password must turn away so as not to observe the keys being used; This element of corporate culture is best modeled by upper management. Do not share your password with anyone for any reason. Passwords must be changed immediately when there is any suspicion that they have been compromised.

Logging In:

Once you have logged into the RSI website for the first time you will be prompted to change your password. Follow the instructions provided on the page. The current password will be the temporary password given to you when you setup your account. Select a new password using the password content rules listed above. Once the password has been changed you will need to login again. Your password will expire every 90 days.

Welcome Page:

Once you have logged into the RSI website you will be on the Welcome page. At the top of this page you will see five tabs located along the top of the page. Each tab displays major groups of features with sub menus located on the left hand side of the page.

Home:

The Home tab will take you back to the Welcome page from any current page. The menu on the left will give you the ability to change your password using the My Profile link. You will also be able to read about News and Announcements and Contact Us.

Order:

Once you select the Order tab you will be taken to a Select Product page. A list of products will be listed for you to choose from. Select the product you want to order by clicking on the Order tab located to the right of the product. If your account is only setup with one package you will skip this page and go directly to Select Searches.

Select Searches:

This page summarizes the search that will be conducted. Make sure your name is selected under the order requester at the bottom of the page if more than one person is a user of this account. Select Next located in the right bottom corner to continue to the next page.

Applicant:

The Applicant page is used to enter information about your applicant. The first box is the Reference field. Use this to track which unit or position your applicant is applying for. Complete the rest of the form with your applicants name, social security number and date of birth. If the applicant is married and the spouse has the same last name you will need to select the Add Spouse button. Enter the name, social security number and date of birth for the spouse. At the bottom left of the page you will see a Presearch button. Use this to search the system to see if your applicant has been processed by someone else in your office. Once the form is completed select the Next button at the bottom right corner to continue.

Applicant Address:

Enter the address for your applicant. If the applicant has provided multiple addresses use the Add Address button to add those addresses. At the bottom left corner is the Save Work button. Use this to save your application and come back at a later time to finish the application. If you're not going to save your work and continue at another time you should use the Next button to continue.

Verifications:

If you have ordered verifications you will need to complete all of the form boxes on the page. If the applicant has multiple verifications use the Add button to add additional verifications. After all verifications have been listed use the Next button to continue.

Criminal Search:

If you use the nationwide criminal search you will not need to make any changes. If you use the single state search you will see the state that has been selected for you. If you need an additional state you can select it by using the Add State button (additional charges may apply). The Wildcard Name Search has been selected using the first three letters of the applicants' first name and full last name. What this means to you is your applicant will be matched to records based on the first three letters of their first name and full last name. This helps find records and generates better records detection. Use the Next button to continue.

Eviction Search:

The eviction search will show the state that has been selected based on the applicants address. If you need an additional state you can select it by using the Add State button (additional charges may apply). The Wildcard Name Search has been selected using the exact first name of your applicant. You may want to change this to the first three letters. This helps find more records. Use the Next button to continue.

Order Summary:

This is your opportunity to review the information that was entered into the system prior to processing. If you have entered something incorrectly use the Edit button to make changes. Check for spelling, accuracy of dates and correct social security numbers. Also, the total price for your report will be displayed. If you have questions about the report fee, we recommended that you use the Save Work button and save your report. Contact the RSI office and we can review your prices. Once the report is ordered all charges are final. After you verify the information and prices are correct use the Place Order button to continue.

Work Space:

The Work Space tab is used to review and/or find your reports. On the left hand side of the page you will find the sub menu. From the sub menu you will have the following options.

Pending Reports:

Reports that are currently in process can be found here.

Completed Reports:

Reports that have been completed and are ready for review.

Find:

The Find tab will be used to locate a report that has been processed. The find feature gives you the ability to look at the last 10, 25, 50, and 200 or use the advanced search to look for a specific report. If you used version 1 you can use the legacy search to check that system. You can also use the search feature located above the Work Space tab to find a report.

Administration:

You should be able to view past invoices for website related charges using the invoice tab located at the left of the page.

Utility:

The Utility tab will give you the ability to look up zip codes for clients that give you a partial address.

Access to Old Reports:

All reports ordered on the RSI Version 1 website can be accessed from the new Version 2 website. Once you login to the new website you will be on the Home page. On the left hand side of the page under My Account click on My Profile. At the bottom of the page you will see a section labeled Legacy Reports Information. Enter your user name and password from the old Version 1 website and save your work. To view reports on Version 1 click on the Reports tab located at the top of the page. On the left hand side of the page is the Find section. Select Legacy Reports and a new window will pop up to Version 1. You can now review and print old reports.