



## SecureSearch Frequently Asked Questions

### **Q: Why can't I get logged in?**

A: Please ensure you are using the correct username and password when logging into our site <https://access.securesearchpro.com>. If 3 or more login attempts have been made, your login credentials will be locked. Please be aware that users are suspended after 60 days of inactivity. If credentials are locked or suspended, please email us at [Support@SecureSearchPro.com](mailto:Support@SecureSearchPro.com), provide your user name, and tell us what issue you are experiencing.

### **Q: Oops, I entered the wrong information. Can you cancel or credit the order?**

A: Most services are instant, therefore cannot be canceled or credited. If you are unsure about whether an order was actually transmitted, please call us prior to ordering again as we cannot credit duplicated orders. Please review all information entered prior to transmitting an order.

### **Q: What is a flag?**

A: A flag indicates that the order results require your careful review and consideration.

### **Q: What triggers a flag?**

A: A flag can be triggered for multiple reasons:

- Applicant's information was entered incorrectly
- The applicant is over the age of 21 and no address history is returned
- A public record in the searched jurisdiction matched the entered criteria and was returned as part of the results
- Verification discrepancies between applicant and source provided information

Please contact us if you have questions regarding records returned on a report.

### **Q: How do I print a copy of a background check?**

A: To access completed background checks please follow the directions below:

- Log into the SecureSearch website: <https://access.securesearchpro.com>
- Hover over "View" and click on "All Completed Profiles"
- Find the desired applicant's name and click on the purple printer icon to the left of the person's name
- A new tab will open with the background check results in PDF. Service/order results will begin on page three

### **Q: Should I provide a copy of the report to the applicant/volunteer?**

A: Per FCRA guidelines a consumer is entitled to a copy of their report upon request.

### **Q: What do I do if my volunteer/applicant disputes charges listed on their report?**

A: For information regarding disputes, please visit us at <https://securesearchpro.com/file-a-dispute>. Please contact Customer Service should you have any further questions.

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**Q: My applicant has criminal records, but don't show on the report. Why is this?**

A: There are many reasons why the record may not appear in a report:

- The records are older than 7 years
- The records are recent and the conviction hasn't been released to the public record
- The records have been sealed or expunged
- The state or county does not report misdemeanor and felony convictions to the Multi-State database. To view current reporting jurisdictions, please [click here](#).