FAQ's and Additional Information

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How will this change Registration procedure? When you select the background you want processed, the Background Check Data Collection will pop up. This screen will prompt you to make sure the information you have entered for the student is up to date. To do so, you may select Review Information. This will bring up a pop up allowing you to confirm the student's Name, phone number and email. The email is required, the phone number is optional. Once you verify the information, click Submit. This will send the link to the student for them to complete their required paperwork. Then, proceed as usual through the Registration process. Backgrounds will not be processed until the registration is completed and the applicant submits their forms.

How will my employees know it isn't spam? We encourage all employers to let their employees know when they are signing them up for a background. The email they will be sent will be from TVTC (Plant name)TDA@screening.services. The text will be from a different phone number (the number will vary) with no subject, but when they open it, it will have TVTC-*Plant Name*(T)DA after Hello and their name.

I need a GE Aviation background, how will that work? The employment verifications will be able to be completed when they are filling out their information in the link. There is a place to click to add additional employments, "Add Another." The Proof of Citizenship will still need to be uploaded to the backgrounds portal before processing begins.

What is the Requestor Location? This is the location of the applicant and where the job is located. When prompted in the SwiftHire process, the student can click yes to both, as our forms have all of the notices attached. This way, the applicant gets all the required notices per the FCRA. If they choose to be specific about their location, it will prompt them to put their address in before it continues.

How do I know my employee filled out their information? How do I remind them? When you log into Snap and they are showing IP (in progress), the background is processing. If they are not, you can contact them. We will also email the company that registered them and the student to remind them to complete the forms. An automatic reminder email will also be sent from Swifthire to the applicant's email. If a student does not complete their information after 10 days, we will delete the registration. You will not be charged.

My employee says they never received the email/text, can that be resent?   Yes, we can send reminders or new links through SwiftHire, at no additional cost. We also recommend checking any spam folders and fire walls, just in case.

Can my employees receive a copy of their report? Will I get a copy of the report? Yes, they will be given access to the applicant portal, and they can see all their forms, FCRA notices, and reports there. They can also handle any information they need to dispute if the need ever arises. The completed reports will continue to go to the company DER's as they have in the past, along with a copy of their forms.

Will my employee have to fill out the form multiple times for different backgrounds? Yes. At this time, each registration will require its own link, with the information filled out and sent each time. We will be looking into this and how we can streamline it better in the future.

Can we still get a copy of the forms? Once the background completes, the forms and completed report will be sent to the DER. The student can also access their forms to give a copy to the employer, through the applicant portal.