

# Applicant’s Guide to Online Background Check Submission

## Background Check Program

North Carolina State University

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## 1. Terms to Know:

The following are some definitions of frequently used terms in this background check reference guide.

- The **Initiator** is the person who initiated the job transaction (Department/College HR).
- The **Hiring Manager** is the person who is responsible for your hire action within your department or college.
- The **Candidate** is the employee being considered for the position (You).
- The **Empl ID** could be the campus ID for students or the employee ID for a current/previous employee\*.

*\* If a candidate for hire was previously a student enrolled at NC State, their employee ID will be their campus ID. Likewise, if a student to be enrolled at NC State was previously employed at NC State, their campus ID will be their employee ID.*

## 2. How to Access the Electronic Background Check Form

North Carolina State University's online background check form is hosted by InfoMart, USA. The new background check form is mobile and tablet-friendly. If you do not have access to an electronic device such as a smartphone, tablet or computer, please contact the Background Check Program to make an on-site appointment to use our computers.

### When is a background check form sent to the applicant?

Whether you are a new or existing employee at NC State, depending on when your last background check was completed by your employer, you may be required to submit to a background check for certain rehire/transfer/new hire/promotion transactions. Please refer to [REG 05.55.08 – Background Checks](#) for further information on covered individuals for background checks. When an HR initiator for a hiring department submits the applicant's job transaction in the HRIS, the background check vendor is prompted to invite the candidate to complete their background check application online.

### Who does the email come from and what should it say?

- Check your inbox for an invitation from InfoMart, USA.
- The invitation is sent from [CustomerService@infomart-usa.com](mailto:CustomerService@infomart-usa.com) to the email address provided by you on your job application, and is titled "Your Background Check Invitation".
- This email should contain a link to the background check application, powered by InfoMart, USA.

Jane Doe

You are being considered for employment at NC State University, which will require you to complete an online background check application. Please review the Applicant's Guide to Online Background Check Submission before you proceed.

**Step 1:** Review your first and last name at the top of this email. This should be your legal name as it appears on your government-issued identification. If your name is correct, proceed to the next step. If this is not your legal name, send an email to [background-checks@ncsu.edu](mailto:background-checks@ncsu.edu) with the subject line, "Legal Name" followed by the first and last name that appears at the top of this email. In the body of your email, provide your legal name as it appears on your government-issued identification. (Wait for additional instructions from [background-checks@ncsu.edu](mailto:background-checks@ncsu.edu))

**Step 2:** If you do not have either a US Social Security Number(SSN) or a Canadian Social Insurance Number (SIN), send an email to [background-checks@ncsu.edu](mailto:background-checks@ncsu.edu) with the subject line, "No SSN" followed by the first and last name that appears at the top of this email. In the body of the email, request a No SSN background check service. If this does not apply to you on account of your having a social security number or a social insurance number, please proceed to Step 3.

**Step 3:** If you are a minor in the state of North Carolina i.e 17 years or age or younger, please send an email to [background-checks@ncsu.edu](mailto:background-checks@ncsu.edu) with the subject line, "Consent required" followed by the first and last name that appears at the top of this email. In the body of the email, please provide the name and email address for your parent/guardian who can provide consent for you to submit to a background check. (Wait for additional instructions from [background-check@ncsu.edu](mailto:background-check@ncsu.edu)). If you are an emancipated minor, please provide a copy of your court order of emancipation to [background-checks@ncsu.edu](mailto:background-checks@ncsu.edu). If this does not apply to you on account of your being 18 years of age or older (or an emancipated minor), please proceed to Step 4.

Step 4: Click the link below to complete the background check application form.

<https://NCStateUniversity.infomart-usa.net/app/index.php?aid=12913&oid=680842>

InfoMart provides background screening services for NC State University.

If you have any questions or encounter problems while completing the form, contact InfoMart at (800) 800-3774 and select option 2.

The information contained in this email is privileged, confidential and protected by disclosure. If you think that you have received this email message in error, please reply with "RECEIVED IN ERROR" in the subject line.

Once you receive your background check invitation, follow the actions listed herein to ensure a successful background check experience.

**Step 1: Verify Legal Name**

- If your first and last names as displayed in the email do not match your legal name as it appears in your government-issued document of identification, do not submit this background check.
- Instead, email [background-checks@ncsu.edu](mailto:background-checks@ncsu.edu) with the subject line “Legal Name” followed by the first and last name as displayed in the invitation. In the body of the email, request the background check program for a name correction and provide your legal name as it appears on your government-issued identification document. If your legal name is appearing correct on this email, please proceed to Step 2.
- Do not use this background check application when your name is incorrect. A new invitation will be sent to you.

**Step 2: Social Security Number**

- If you do not have either a US Social Security Number (SSN) or a Canadian Social Insurance Number (SIN), email [background-checks@ncsu.edu](mailto:background-checks@ncsu.edu) with the subject line, “No SSN” followed by the first and last names as they appear on this invitation.
- In the body of the email, request a No SSN background check service. After sending in this email, you can proceed with completing your background check application. If this does not apply to you on account of your having a social security number or a social insurance number, please proceed to Step 3.

**Step 3: Consent Required For Minors BEFORE Submitting to a Background Check**

- If you are a minor in the State of North Carolina, i.e. 17 years of age or younger, please send an email to [background-checks@ncsu.edu](mailto:background-checks@ncsu.edu) with the subject line, “Consent Required” followed by your first and last names as they appear on this invitation.
- In the body of the email, please provide the name and email address for your parent/guardian who can provide consent for you to submit to a background check. (Wait for additional instructions from [background-checks@ncsu.edu](mailto:background-checks@ncsu.edu) after you send your email).
- If you are an emancipated minor, please provide a copy of your court order of emancipation to [background-checks@ncsu.edu](mailto:background-checks@ncsu.edu). If this does not apply to you on account of being 18 years of age or older, please proceed to Step 4.

**Step 4:** Click the link to proceed to the vendor-hosted background check form.

*\*The Background Check Program may be reached by phone at (919)513-2283 or via e-mail at [background-checks@ncsu.edu](mailto:background-checks@ncsu.edu) on weekdays during normal business hours excluding holidays.*

## 3. Required Information for Completing the Form

Before you get started with the background check application, please have the following information collected and ready.

- Your Social Security Number
- Your Class C or Commercial driver’s license number (if driving an NC State vehicle is a part of your job responsibilities)
- All locations (city/county/state or province/country) that you have resided in in the last 7 years.
- Any earned degrees and dates attended
- Current contact info (address, phone number)

Please be aware that the background check application does collect information such as your Gender, Race, Ethnicity, Major, Minor, Country, State or Province and City where your degree was obtained as well as the branch/campus for the university at which you attended.

## 4. Background Check Invitation

Click on the link to the vendor-hosted background check application in your invitation email from InfoMart, USA. This opens the application in a new browser tab, taking you to the landing page.

### NC STATE UNIVERSITY

Welcome to the online application, powered by InfoMart. By completing this application, you will provide InfoMart with the information necessary to conduct a background check on behalf of NC State University. The information you provide will only be used to conduct a background check, so please make sure that you provide accurate and complete responses for all requested information on the application. If you would like a copy of your completed application, use your web browser's print function to print the application after completing it, but before clicking the Submit button at the bottom of the application.

#### IMPORTANT NOTES:

1. As part of this process, you will be required to provide your Social Security Number (or Social Insurance Number for Canadian citizens). If you have both, please provide only your Social Security Number (SSN), even if you currently reside in Canada. Only check the "No SSN Available" option if you do not have a Social Security Number or Social Insurance Number. If you DO NOT have a SSN please email [background-checks@ncsu.edu](mailto:background-checks@ncsu.edu) with your first and last name in the subject line in order to submit the completed form.
2. You will be required to give your current address and all prior residences (city/state) for the past seven years.
3. Enter all earned education degree (s) starting with the highest degree.
4. Applicants under 18 years of age require parental consent before a background check can be performed. Please email [background-checks@ncsu.edu](mailto:background-checks@ncsu.edu) with "Parental Consent" and your first and last name in the subject line. In the body of your email, provide your legal guardians name and email address.

Before clicking the Submit button, please thoroughly review your completed application. You will not have another opportunity to review your responses after clicking "Submit".

After you submit the completed application, you will be required to give consent for the background check. You may decline to consent to this background check. However, declining to consent to this check will result in being ineligible for employment at NC State.

NC State University Background Check Resources (convert this to a Go link to access the BGC home page or resources page or candidate help doc)

Please click the Get Started button to begin your online application.

Get Started

## Personal Information

Application Form

The form contains the following fields and callouts:

- 1**: Points to the "No SSN available" checkbox.
- 2**: Points to the "SSN/SIN \*" dropdown menu.
- 3**: Points to the SSN/SIN input field.
- 4**: Points to the "Date of Birth \*" input field.
- 5**: Points to the "Phone Number \*" input field.
- 6**: Points to the "Race" dropdown menu.
- 7**: Points to the "What is your race? Please select all that apply." section.

1 – Use this option only if you do not have or have never had a Social Security Number (SSN) issued by the United States Social Security Administration or a Social Insurance Number (SIN) issued by the Canadian Social Insurance Administration. If you choose this option, reach out to the [background-checks@ncsu.edu](mailto:background-checks@ncsu.edu) email and notify them of your selection. If you have already notified the background check program and received approval to proceed, choose this option and skip to 3.

2 – Select SSN or SIN in the drop down menu and provide your number in the field here. If you have both a US social security number (SSN) and a Canadian social insurance number (SIN), please provide only your US SSN.

3 – Please provide your Date of Birth as listed in your government-issued certificate of birth or document of identification. Use **MM/DD/YYYY** format for all dates provided by you in the application.

4 – Provide your personal/work phone number here so InfoMart can directly contact you if they require additional information.

5 – Provide your gender here as listed at birth. This is a required field. **Please note that leaving this space empty can default your gender to “Male” and would require further steps down the line to modify.** This information is used to create your personal information profile with your NC State employer.

6, 7 – Race and ethnicity can be provided in this section. This is not required information.

## Address History

### Current Address

8

Location Type

 US/Canada All Other Countries

Address Type

Standard

9

Street Address

Street No

Pre

Street Name

Street Extension

Post

Apt/Suite No

Apt/Suite No

City \*

City

State/Province \*

Alabama

ZIP/Postal Code \*

ZIP/Postal Code

### Prior Residences

10

#### Residence 1

City

Select

ZIP/Postal Code

United States [change](#)

11

8 – Choose your country of current residence in this selection. If you choose “All Other Countries”, you will have the option to provide a foreign country name.

9 – There are 3 types of US/Canadian addresses that can now be provided – Standard, P.O. Box and Military. A standard address is the most-preferred information required for background check screenings.

10 – Enter the city, state, zip code and country of your prior residences within the last 7 years. This is a required section and cannot be left empty. If you have lived in the same city and state as your current address for the last 7 years or greater, please provide the city, state and zip code of your current address in this section.

11. Click “Add Another” to add more than one prior address. You are only required to provide your prior residence history going back 7 years.

## Education Credentials for Verification

Education

**Education**

School Name \*

Branch/Campus

Country

City \*

State/Province \*

ZIP/Postal Code

Dates of Attendance \*

MM/DD/YYYY or MM/YYYY or YYYY      MM/DD/YYYY or MM/YYYY or YYYY

Graduated \*  Yes  No

Degree \*

Major

Minor

Comments

Education credentials are a required section in the background verification form. The following fields are mandatory information required of all applicants.

12 – Enter the name, country, city, state or province and zip code of your school here. Modify Country for foreign degrees obtained.

*Note: If you have a high school degree or have not graduated despite attending a particular school, you will simply select “No” in 14.*

13 – Enter the start and end dates of your school attendance. This would be the start date of your first semester and the last date of your final semester of your program, respectively.

14 – Select whether you have graduated yet. **Choose “No” if your degree is yet to be awarded.**

15 – Specify the name of the degree awarded/to be awarded. Do provide the major and minor for your college degree.

*Note:*

- *If you **have not graduated high school and are entering your high school credentials**, select **“Some High School or Equivalent”** in the Degree dropdown in 15.*
- *If you **have graduated high school and are entering your high school credentials**, select **“Diploma”** in the degree dropdown in 15. Major and Minor are not required information in this case.*

16 – You have the option to provide information for more than 1 educational qualification. Please enter them in the reverse chronological order with your highest degree first.



## Driver's License Information

### Motor Vehicle Report

Driver's License  
Number \*

License Number

17

State/Province \*

Select

This is a Commercial Driver's License

18

19

I would like a copy of the completed background check report

Please be sure to review your responses before continuing.

Continue

20

17 – Enter your FULL driver's license number and the State of Issuance. InfoMart form collects driver's license information by the state-specific formatting used by your state's DMV. So be sure to enter the complete number, include alphabet, symbols and zeroes.

18 – Choose this option if you are required to undergo screening for a Commercial Driver's License to fulfill the terms of your employment with NC State. If you select this option, ensure that you have provided your CDL details in 18.

Note: Driver's license information is sought only from those candidates that are required to undergo a Motor Vehicle Records check so as to drive an NC State vehicle as part of their job responsibilities.

19 – Select this option if you would like a copy of your completed background check report emailed to you directly from InfoMart, USA.

20 – Select Continue after reviewing your data entry to move to the screening confirmation page.

## Requesting a copy of your completed background check report

North Carolina State University exercises full disclosure to the candidate with their completed background check consumer report. Through InfoMart, it is now possible for the candidate to request a copy of the completed background check report at the time of submission of their background check application.

Simply select **20**, as shown in the image above, to ensure that the completed screening profile is emailed to you as soon as possible. If you did not select this option at the time of completing your background check application, you can email the Background Check Program at [background-checks@ncsu.edu](mailto:background-checks@ncsu.edu) to request a copy of the report.



## Screening Summary

Application Form

Thanks for the info. Your prospective or current employer is requesting an investigation of your background. Typically, this investigation will result in a background check report. Below are the searches that have been requested about you.

More information about your rights under federal, state and local laws will appear on the screens that follow, as well as a separate disclosure as to the type of checks that will be conducted. You will also be presented a written authorization to sign. You're almost done – just a few more clicks!

**Screening Summary**

**Criminal History Search**  
Raleigh, NC 27695 ⓘ  
Raleigh, NC 27695 ⓘ

**Education Verification**  
NC State University

**Motor Vehicle License**  
NC : 000011112222

**SSN Trace**

**National Criminal History Search**

**National Sex Offender Search**

Continue

**Screening Summary Components**

**21**

The screening summary page provides you with an overview of the various types of screenings that will be completed on the information provided in the background check application form. If the hiring department requested a Motor Vehicle Records Check for a candidate for driving an NC State vehicle as part of the regular job requirements or required that a candidate undergo a credit check to fulfill their duties in managing or overseeing the financial assets of NC State University, those components will also show up on the screening summary.

21 - Click Continue to proceed to the Disclosure Forms.

## Consumer Report Disclosure Regarding Background Investigation

Application Form

### DISCLOSURE REGARDING BACKGROUND INVESTIGATION

Applicant Name: (First Middle Last) lamar Jackson	Account Number: 101-555555
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InfoMart Product Testing - NCSU ("the Company") may obtain information about you from a third-party consumer reporting agency for employment purposes. Thus, you may be the subject of a "consumer report" which may include information about your character, general reputation, personal characteristics, and/or mode of living. These reports may contain information regarding your criminal history, social security verification, motor vehicle records ("driving records"), verification of your education or employment history, or other background checks.

These searches will be conducted by InfoMart, Inc., 1582 Terrell Mill Road, Marietta, GA 30067, 800-800-3774, [www.infomart-usa.com](http://www.infomart-usa.com).

To ensure that your signature is unique and to safeguard against unauthorized use of your name, your IP address has been recorded and stored with your electronic signature.

Click here to indicate that you have read and understand the above release information.

IP Address: 107.13.58.254 Date: 11/12/2021 @ 07:37 AM  
Print Name: lamar Jackson

Submit

[Summary of Your Rights](#) | [Privacy Policy](#)

The disclosure regarding background check investigation conveys that the completed screenings will be part of a consumer report generated by InfoMart, USA for employment purposes by the employer (NC State University) and the discretionary use of the applicant.

22 – Verify your legal name at this step. If your legal first, middle or last names do not match what is shown here, close out the application and reach out to the background check program at [background-checks@ncsu.edu](mailto:background-checks@ncsu.edu) to initiate correction proceedings. A new invitation will be duly sent to you as soon as the correction is addressed in our HR System.

23 – Check this box to indicate that you have read and understood the disclosure of investigation. While you are within your right to choose not to select this option, please be aware that your initial offer of employment at NC State is contingent upon successful completion of a background check with InfoMart, USA.

24 – Click here to submit your disclosure.

25 – A summary of your rights as per the Fair Credit Reporting Act and a link to the privacy policy exercised by InfoMart, USA are provided in every section of the background check invitation for your perusal.

## Acknowledgement and Authorization of Receipt of Disclosure

### Background Investigation + Summary of Your Rights under FCRA

Application Form

#### ACKNOWLEDGMENT AND AUTHORIZATION FOR BACKGROUND CHECK

I acknowledge receipt of the separate document entitled DISCLOSURE REGARDING BACKGROUND INVESTIGATION and A SUMMARY OF YOUR RIGHTS UNDER THE FAIR CREDIT REPORTING ACT and certify that I have read and understand both of those documents. I hereby authorize the obtaining of "consumer reports" and/or "investigative consumer reports" by the InfoMart Product Testing - NCSU ("the Company") at any time after receipt of this authorization and throughout my employment, if applicable. To this end, I hereby authorize, without reservation, any law enforcement agency, administrator, state or federal agency, institution, school or university (public or private), information service bureau, employer, or insurance company to furnish any and all background information requested by InfoMart, Inc., 1582 Terrell Mill Road, Marietta, GA 30067, 800-800-3774, [www.infomart-usa.com](http://www.infomart-usa.com), and/or Employer itself. I agree that a facsimile ("fax"), electronic or photographic copy of this Authorization shall be as valid as the original.

You have the right, upon written request made within a reasonable time, to request whether a consumer report has been run about you and to request a copy of your report. These searches will be conducted by InfoMart, Inc., 1582 Terrell Mill Road, Marietta, GA 30067, 800-800-3774, [www.infomart-usa.com](http://www.infomart-usa.com).

**New York applicants only:** Upon request, you will be informed whether or not a consumer report was requested by the Company, and if such report was requested, informed of the name and address of the consumer reporting agency that furnished the report. You have the right to inspect and receive a copy of any investigative consumer report requested by the Company by contacting the consumer reporting agency identified above directly. By signing below, you acknowledge receipt of Article 23-A of the New York Correction Law.

**New York City applicants only:** By signing this form, you further authorize the Company to provide you with a copy of your consumer report, the New York City Fair Chance Act Notice form, and any other documents, to the extent required by law, at the mailing address and/or email address you provide to the Company.

**Minnesota applicants only:** You have the right to submit a written request to the consumer reporting agency for a complete and accurate disclosure of the nature and scope of any consumer report the Company ordered about you. The consumer reporting agency must provide you with this disclosure within five business days after its receipt of your request or the report was requested by the Company, whichever date is later.

Please check this box if you would like to receive a copy of a consumer report if one is obtained by the Company.

**Washington State applicants only:** You also have the right to request from the consumer reporting agency a written summary of your rights and remedies under the Washington Fair Credit Reporting Act.

**Oklahoma applicants only:**

Please check this box if you would like to receive a copy of a consumer report if one is obtained by the Company.

#### Applicant Information

\* This information will be used for purposes of background screening only and will not be used in making any employment decisions

Applicant Name: (First Middle Last) Iamar Jackson	Date of Birth: * 1990-10-15	State: NC	Zip: 27695
Social Security Number: * 221-44-3665	City: Raleigh		

To ensure that your signature is unique and to safeguard against unauthorized use of your name, your IP address has been recorded and will be stored with your electronic signature.

[Click here to indicate that you have read and understand the above release information.](#)

IP Address: 152.7.255.196

Date: 11/12/2021 @ 09:29 AM

Print Name: Iamar Jackson

Submit

[Summary of Your Rights | Privacy Policy](#)

26 – State-wise rights as applicable to consumer reporting are given in this section for the State of New York, Minnesota, Washington and Oklahoma. If you are a current resident of any of these states, do use this opportunity to request a copy of your consumer report (Background Check Report) as obtained by your employer, directly from InfoMart, USA. Alternatively, you can request a copy by selecting "I would like a copy of the completed background check report" in the application page.

27 - Verify your legal name at this step. If your first, middle or last legal names do not match what is shown here, close out the application and reach out to the background check program at [background-checks@ncsu.edu](mailto:background-checks@ncsu.edu) to initiate correction proceedings. A new invitation will be duly sent to you as soon as the correction is addressed in our HR System.

28 – Check this box to indicate that you have read and agreed to the disclosure release information provided in this page. While you are within your right to choose not to select this option, please be aware that your initial offer of employment at NC State is contingent upon successful completion of a background check with InfoMart, USA.

29 – Click here to submit your Acknowledgement and Authorization.

## 5. Campus Resources for Background Check Submissions

The following are some NC State resources you may refer to in the context of your background check screening process.

- [Background Check Program Procedures](#) at NC State
- NC State Regulation – [Background Checks – REG 05.55.08](#)
- General and Commercial Driver's License Holders (CDL) – [RUL 05.56.01](#)
- Consent to Perform Background Check of Minor – [Parental Consent Form](#)
- [A Summary of Your Rights Under the Fair Credit Reporting Act](#)
- New York Correction Law [Article 23-A](#)
- [Notice Regarding Background Investigation Pursuant to California Law](#)
- Office of International Services – [Social Security](#) Guidance for International Students and Scholars

## 6. FAQs and Troubleshooting

### No email Address

#### **Q What if I do not have an email address?**

- A** It is not possible for an applicant to proceed with the background check without an email address. For the purpose of employment at NC State, it is strongly advised that you provide a valid email address to not only initiate a background verification, but also to ensure a smooth hiring process altogether.

Please create an email address to assist us in providing you with the best employment experience we can.

### Invitation Not Received to Complete a Background Check

#### **Q What do I do if I did not receive an invitation for background check from InfoMart, USA?**

- A**
- If you did not receive an email from the vendor titled "Background check invitation", check your spam folder first.
  - If no email is found in spam, contact your hiring department to verify the email address entered in your job transaction. If the email address is incorrectly entered in the transaction, the department will request to cancel your current transaction and start anew with the correct email address.
  - If the email address is found to be correct on your job action, contact InfoMart at [CustomerService@infomart-usa.com](mailto:CustomerService@infomart-usa.com) to request for the link to be resent.

### Incorrect Legal Name

#### **Q What if my legal name is incorrect in the background check invitation?**

- A**
- If the first and last name in the email invitation from InfoMart, USA do not match your legal first and last name as presented on your government-issued documents of identification, email the Background Check Program at [background-checks@ncsu.edu](mailto:background-checks@ncsu.edu) to notify them of the incorrect information.
  - Please use the subject line - "Legal Name" followed by the first and last names as displayed in your background check invitation.  
E.g.: Legal Name - John Doe
  - Mention the correction required to your legal name in the body of the email.
  - It is strongly recommended that you communicate with the Background Check Program through the same email address as that used at the time of completing your job application.
  - Do not submit this background check application if your legal name is incorrect. A new invitation will be duly sent to you. Once you have notified the Background Check Program, they will cancel your background check and reinitiate a new check in coordination with your Hiring Department.

## **No SSN/SIN**

### **Q What if I do not have a Social Security Number (SSN) or a Canadian Social Insurance Number (SIN)?**

- A** If you do not have an SSN/SIN, you do have the option of selecting “No SSN available” on your background check form. However, there are a few steps to complete before choosing this option.
- If you have an SSN/SIN, you **MUST** submit them for your employment at NC State.
  - If you do not have an SSN yet, email the Background Check Program at [background-checks@ncsu.edu](mailto:background-checks@ncsu.edu) and notify them immediately.
  - Please use the subject line - “No SSN - <First Name><Space><Last Name>”.  
*e.g.: “No SSN - John Doe”*
  - It is strongly recommended that you communicate with the Background Check Program through the same email address on which you received your background check invitation.
  - Once you have notified the Background Check Program, you can proceed to complete your background check form.
  - Check out our section on Campus Resources for Background Checks for guidance on how to apply for a Social Security Number with the Social Security Administration.

## **Copy of my Background Check Application**

### **Q What if I want a copy of the information submitted during my background check application?**

- A**
- If you would like a copy of your submission to InfoMart, press Ctrl+P when viewing your background check form before submitting it. This would print the web page you are currently on.
  - Alternatively, you may email the Background Check Program at [background-checks@ncsu.edu](mailto:background-checks@ncsu.edu) for a copy of your submitted information.

## **Copy of my Completed Background Check Report**

### **Q How do I request a copy of my completed background check?**

- A** If you would like a copy of your completed background check profile from the vendor, you now have the option on your background check form to receive a copy – *See label 19*.
- Once you are fully finished with entering the required information in the form, there is an option at the bottom of the page before you continue to the screening confirmation page.
  - Selecting this option before clicking “Continue” will prompt InfoMart, USA to send you a copy of your completed background verification at the same time as NC State University.
  - Alternatively, you may email the Background Check Program at [background-checks@ncsu.edu](mailto:background-checks@ncsu.edu) for a copy of your completed profile.

## **Parental Consent for Minor**

### **Q I am a Minor. How does NC State obtain consent from my parent/guardian before I submit to a background check?**

- A** If the selected finalist for a position is under the age of 18, NC State University, in accordance with [NC Legislation § 48A-2 and § 48A-11 to 14](#), requires that parental consent be obtained before a minor candidate submits to a background check.
- If you are under the age of 18, immediately email [background-checks@ncsu.edu](mailto:background-checks@ncsu.edu) with the subject line “Consent Required” along with your first and last name as it appears on your invitation email.  
*e.g.: “Consent Required - Jane Doe”*
  - In the body of your email, provide the name and email address of your parent/legal guardian.
  - The Background Check Program would then obtain consent from your parent/guardian before notifying you to proceed with your background check application. Await a response from [background-checks@ncsu.edu](mailto:background-checks@ncsu.edu) informing you to proceed to begin your background check application.

Note: If you are an emancipated minor, you can email the Background Check Program at [background-checks@ncsu.edu](mailto:background-checks@ncsu.edu) with the subject line, “Minor-Emancipated” along with your first and last names as they appear in your invitation. Attach with the email a copy of your certified emancipation order issued by the Clerk at the County Court where your emancipation case was adjudicated.



## Delayed my Background Check Submission


### Q What happens if I do not submit my background check application right away?

- A** InfoMart's background check invitation does not expire until submission by the applicant. At any point during your application, if you choose to not complete it and close it, the invitation remains active to reopen and complete at a later stage. If you have not submitted your background check application within 2 days of receipt, you and the HR representative from your hiring department will be simultaneously notified of your non-submission.

You can expect to receive an email as shown below:

Background Check Invitation 10-Day Reminder External Inbox X

InfoMart Product Testing - NCSU 8:56 AM (3 hours ago) ☆ ↶ ⋮  
to me ▾



### 10-Day Reminder

Hello [REDACTED]

Did you receive the invitation from InfoMart Product Testing - NCSU on November 4, 2021 to complete a background check? We noticed you haven't accepted the invite yet. To move you along in the hiring process, it's important that you complete this at your earliest convenience. If you're unsure how to proceed, please contact InfoMart Product Testing - NCSU or reach out to our team with any questions.


Thanks,  
Your InfoMart Team




[Accept Invitation](#)

The information contained in this email is privileged, confidential and protected by disclosure. If you think that you have received this email message in error, please REPLY with "RECEIVED IN ERROR" in the Subject Box. We apologize for any inconvenience and thank you for your time.

**InfoMart Customer Service**

t +1 770-984-2727 Option 2 f +1 770-984-8997  
customerservice@infomart-usa.com



[BACKGROUNDSCREENING.COM](https://www.infomart.com/backgroundscreening.com)   

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A reminder to submit your application shall be sent to you with your HR representative in CC after 2, 5 and 10 days respectively, if you have not yet completed the form. It is in your best interest to ensure that your background check application is duly completed ahead of your start date.

The Background Check Program eliminates ageing requests in the queue unless a strong reason is provided by the hiring department to not do so.