**Background Check**

Background Check Required:

* All New Unit 3 employees
* All Unit 3 employees who have not worked in a Unit 3 position in more than 12 months
* Non-Unit 3 employees who voluntarily accept a Unit 3 position (and have not worked in a Unit 3 position in more than 12 months)

Not Required:

* Current Unit 3 employees
* Returning Unit 3 employees who have worked in a Unit 3 position in the last 12 months
* Current lecturers who are hired into a Unit 3 position in a different department
* Unit 11 academic student employees working in Unit 11

Accurate Background Contact Information:

Hours of Operation:

•         Monday thru Thursday from 5am-7pm PST

•         Fridays 5am-6pm PST

For Day-to-Day Support – call (or Live Chat):

Customer Service

Phone: 800-216-8024

Fax: 949-380-2390

customer\_service@accuratebackground.com

* Status Assistance / Adjudication Questions
* Response to “Other Information” / “Release Needed” emails
* Provide Additional Candidate Information
* Cancelling Searches or Packages / Reopen Completed Packages (within 30 days of completion date) / Add A La Carte Searches
* General Questions - Report Results
* Candidate Assistance / Resend Candidate Emails
* Disputes email: disputes@accuratebackground.com or Fax 855-785-4434
* Accurate I9 Questions
* Provide User Name & Passwords / Reset password / Resend Activation email(s)
* Adding new users (provide name, email, phone# and who you want them to mirror)
* Deactivating User (provide name and email)

For Escalated Items:

CS Account Support

Phone: 800-216-8024

Fax: 949-380-2357

accountservices@accuratebackground.com

* Escalated Questions / Re-occurring Issues
* Pricing
* Revisions to Account Set Up
* Package Modification
* Update Current User access level
* Update Current User email notifications
* Invoice Questions
* Risk Reduction Technology Grid
* Adjudication Questions
* Batch Files
* Reports