



*Prime Information Center*

*A Professional Background Screening Company*



# **Guide to Pre-Employment Screening for the CSC**



# MISSION STATEMENT & CORPORATE VALUES

## **Our Mission Statement**

To be the most time-honored, innovated screening company nationwide. Committed to honesty, resourcefulness, and 100% client satisfaction. To be a leader in the responsible use of information, and to pledge that we have the proper balance between society's right to now and the individual's right to privacy.

## **Our Corporate Values**

- Integrity
- Commitment
- Quality
- Trust
- Service



# *Prime Information Center*

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## Welcome...

Prime Information Center has designed an easy to follow Guide to Pre-Employment Screening on how to get to our website and to maneuver within the program as well as other helpful information.

In the Training Session, you will be shown how to order a request, monitor the progress of your requests, retrieve results and archive results for accessing at a later date. You will find that the Training Session is very informative and will allow you more ease when going online to submit and retrieve the information you need.

The following pages of the Training Session should be read at least once, all the way through, so that you have a better understanding of how the program works and what information is required in order to complete your requests.

We hope you find the Guide to Pre-Employment Screening helpful and thank you for using Prime Information Center, Inc. for your background screening needs.



# *Prime Information Center*

*A Professional Background Screening Company*



## **Important Information**

Prime Information Center	281-859-9220
IT Department	ext. 102
Sales	ext. 101
Billing/Invoicing	ext. 601

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# TRAINING SESSION

# Let's Get Started...

Go to Prime's Home Page:

<http://www.primeinformationcenter.com>

and go to the Customer login where you enter your Username and Password in all CAPS.

I-9 Login / Quik Chek Login    CUSTOMER LOGIN    Username:     Password:     **Login**



**PRIME**  
Information Center



Worldwide Professional Screening Services  
19 Hour Average Turnaround - No Set Up Fees     
News | About Us | Services | FAQs | Forms | Pay Invoice | Contact



**PetroChem Screening** | Prime Information Center is one of the leading background check companies within the PetroChem industry. Over 100 PetroChem companies use Prime's services.

Free Consultation



Our Services



About Us



This is the **MAIN** page after login.

Messages, notifications and general information of interest will be posted here.

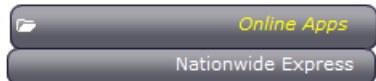
There is also a “Quick Search”, located on the left, to quickly locate an applicant in your archived results!



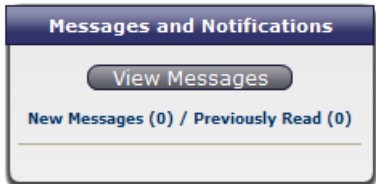
Worldwide Professional Screening Services



Welcome to the Prime Information Center, Inc. Client Main page. This page provides you with the ability to submit new requests, retrieve results, and view the status of pending requests.



Please disable your popup blocking software to use this application  
[click here for more information](#)



### General Information

**Results Quick-Search**

Last Name

First Name

SSN  -  -

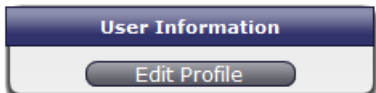
Reference

Requestor



\*\*\* *DOING WHAT WE DO BEST - CLIENT CARE*\*\*\*

Let us know how we're doing!! Send an email to [info@primeHQ.com](mailto:info@primeHQ.com)



Welcome to the Prime Information Center, Inc. Client Main page. This page provides you with the ability to submit new requests, retrieve results, and view the status of pending requests.

[Online Apps](#)  
Nationwide Express

Please disable your popup blocking software to use this application  
[click here for more information](#)

**Messages and Notifications**  
[View Messages](#)  
New Messages (0) / Previously Read (0)

**General Information**

**Results Quick-Search**

Last Name   
First Name   
SSN  -  -   
Reference   
Requestor   
[Find](#)

\*\*\* DOING WHAT WE DO BEST - CLIENT CARE\*\*\*

Let us know how we're doing!! Send an email to [info@primeHQ.com](mailto:info@primeHQ.com)

**User Information**  
[Edit Profile](#)

To begin select the  
"Request" button

## Select a Package

*Welcome to the Prime Information Center, Inc. Custom Request System. Please Select a Package Below to Begin this Order.*

- CSC PACKAGE
- TWIC PACKAGE
- SSN TRACE PACKAGE
- MVR RERUN

Continue


**Please select the appropriate package for your company and click the 'continue' button.**

Applicant Information

Enter Search Request Details

Fields with a "\*" Must be Completed

### Demographic Information

Last Name: *	First: *	Middle:	Rush: <input type="checkbox"/>
Current Address *	City *	State *	Zip * 
Date of Birth: * (ex. MM/DD/YYYY)	Social Security #: *	Gender/Race: * (M/W for Male/White)	

Fields with a "\*" Must be Completed

Fill out the top section with your applicant's information. Asterisks indicate required fields.

### Alias (AKA) Information

Alias or AKA is used when your applicant has used another name. *(Additional charges may apply)*

### Additional Information

Requestor JUSTIN LYTLE	Reference *	POSITION
Applicant's Phone:	Applicant's Email:	
Special Research Instructions:		
Other Information:		

The "Reference" field is for your purchase order or project site. The "Position" field is the position your applicant is applying for if they are a new hire.

Continue

Click "Continue".

Add Criminal Court Searches

[Add These Searches to the Order](#)

**Search Type**

▼

**Felony and Misdemeanor**

Felony Only

Misdemeanor Only

Upper and Lower Civil

Upper Civil Only

Lower Civil Only

Federal Criminal

Nationwide

FDLE Criminal Search

SLED Criminal Search

International

Canada

State	County/Jurisdiction	
TX ▼	HARRIS ▼	<a href="#">Remove</a>
▼	▼	<a href="#">Remove</a>
▼	▼	<a href="#">Remove</a>
▼	▼	<a href="#">Remove</a>
▼	▼	<a href="#">Remove</a>
▼	▼	<a href="#">Remove</a>

**Zip Code Lookup**

Zip:

[Assign the County](#)

[Assign the Federal District](#)

---

[County Lookup](#)

Add Searches to Order

**To order the county criminal search, click on the arrow and select the type of search, then the state, then the county. Repeat for each county, statewide, and/or nationwide you need searched.**

**If you have ordered all criminal searches you need, click the “Add Searches to Order” button.**

Add Criminal Court Searches

[Add These Searches to the Order](#)

**Search Type**

Felony and Misdemeanor ▾

Nationwide ▾

Felony and Misdemeanor

Felony Only

Misdemeanor Only

Upper and Lower Civil

Upper Civil Only

Lower Civil Only

Federal Criminal

**Nationwide**

FDLE Criminal Search

SLED Criminal Search

International

Canada

State	County/Jurisdiction	
TX ▾	HARRIS ▾	<a href="#">Remove</a>
US ▾	NATIONWIDE ▾	<a href="#">Remove</a>
▾	▾	<a href="#">Remove</a>
▾	▾	<a href="#">Remove</a>
▾	▾	<a href="#">Remove</a>
▾	▾	<a href="#">Remove</a>

**Zip Code Lookup**

Zip:

[Assign the County](#)

[Assign the Federal District](#)

---

[County Lookup](#)

[Add Searches to Order](#)

**To order the Nationwide search, click on the appropriate arrow and select Nationwide, then select US under the State, and then the Nationwide again in the County/Jurisdiction column.**

**If you have selected all the criminal searches you need, click the “Add Searches to Order” button.**

Add Criminal Court Searches

[Add These Searches to the Order](#)

Search Type	State	County/Jurisdiction	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<a href="#">Remove</a>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<a href="#">Remove</a>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<a href="#">Remove</a>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<a href="#">Remove</a>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<a href="#">Remove</a>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<a href="#">Remove</a>

**Zip Code Lookup**

Zip:

[Assign the County](#)

[Assign the Federal District](#)

---

Search Type	State	County/Jurisdiction	
<input type="text" value="Felony and Misdemeanor"/>	<input type="text" value="TX"/>	<input type="text" value="HARRIS"/>	<a href="#">Remove</a>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<a href="#">Remove</a>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<a href="#">Remove</a>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<a href="#">Remove</a>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<a href="#">Remove</a>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<a href="#">Remove</a>

## Don't know the County or Federal District?

The "Zip Code Lookup" can help you. Just type in the Zip Code and click "Assign the County" or "Assign the Federal District". Then click "Add Searches to Order" at the bottom.

Applicant Information

Enter Search Request Details

## Demographic Information

Applicant: [redacted] SS#: [redacted] DOB: [redacted] Reference: [redacted]  
Address: [redacted]

Go To: [↶ MVR](#) [↶ Social Trace](#)Criminal Court Searches i ↗

Search Type	State	County/Jurisdiction
-------------	-------	---------------------

[+ Add/Edit Jurisdictions](#) [📄 County Lookup](#)

Please Save after each Individual Entry of the searches below by selecting the [ + Save Keyed Information and Add to Order ] Buttons

Motor Vehicle Records i ↗

Drivers License Number: \*  State Issued: \*

*(Do Not Enter Hyphens or Spaces)*

[+ Save Keyed Information and Add To Order](#)Social Trace i ↗

Social Trace has been Requested

[Remove](#)

**The third page now displays and reviews what you have already ordered.**

**To order a Motor Vehicle Record located just below your information, type in the Driver's License number and select the state it was issued in. Next press the button "Save Keyed Information and Add to Order".**

### Order Authorization and Submission

I certify that I have authorization from the individual listed above and that I am in compliance with all applicable laws pertaining to an "Investigative Consumer Report" as defined in the [Fair Credit Reporting Act \(FCRA\)](#) as amended.

Agree and Submit Order

Do Not Agree and Cancel Order

**ATTENTION: Please Click the "Agree and Submit Order" Button Above Only Once ... Multiple Clicks may Result in Duplicate Orders ... An Order May Take 1 to 2 Minutes to Process**

**Next read the "Order Authorization and Submission" statement and click the Agree and Submit Order button.**



Home

Admin

Request

Results

Status

Logout

## Thank You.

Your request has been submitted for the following:

Name:

Social Security:

Birthdate:

Reference:

Auto-Generated Order #:

Searches Ordered:



[Click Here to Enter Another Request](#)

...or select one of the navigation buttons above to continue

## YOUR REQUEST IS ON IT'S WAY!

Once you have completed your request, you will receive a confirmation that will give you a brief statement of what was ordered. When tracking issues with the website, we may ask you for the Order number that only prints on this page. If you do not see this confirmation, then your request did **NOT** go through.

You are now able to start another request for your next applicant by clicking the green arrow which will take you back to the beginning.

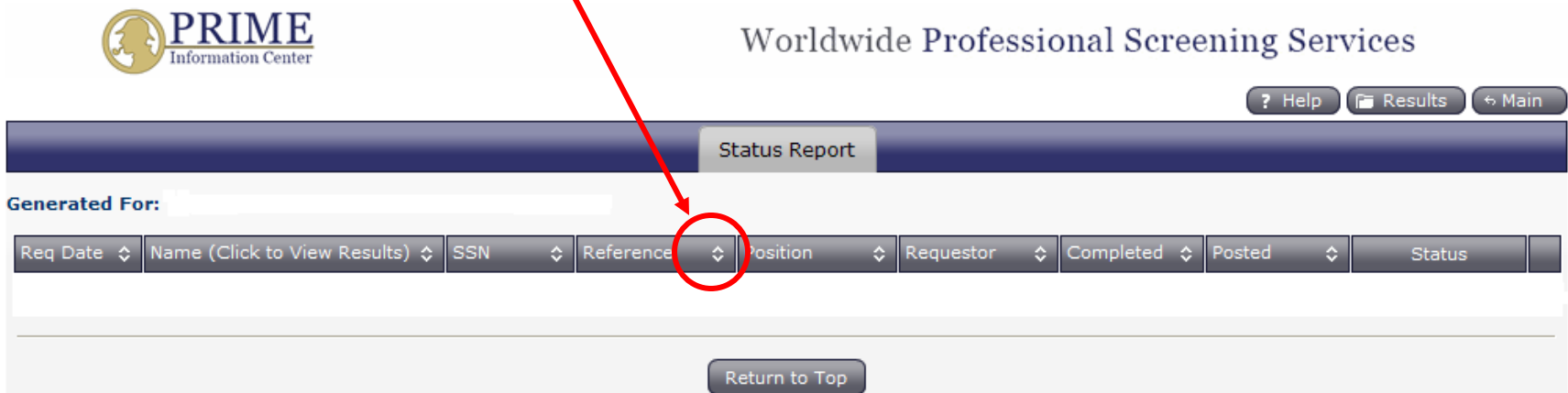
Welcome to the Prime Information Center, Inc. Client Main page. This page provides you with the ability to submit new requests, retrieve results, and view the status of pending requests.

**BE SURE TO HAVE YOUR POPUP BLOCKERS DEACTIVATED !**

To view the status of your requests, click on the “Status Report” button on the Main page. The Status Report confirms receipt of your request within 15 minutes of submission or less.

Prime will post any questions we may have in the Status Report in order to help complete the request.

You can change the sort order in any field of the status by pressing the up/down arrows in the heading.



The screenshot shows the PRIME Information Center interface. At the top left is the logo. The main heading is "Worldwide Professional Screening Services". On the right, there are buttons for "? Help", "Results", and "Main". Below this is a "Status Report" button. Underneath is a "Generated For:" field. The main part of the page is a table with the following headers: "Req Date", "Name (Click to View Results)", "SSN", "Reference", "Position", "Requestor", "Completed", "Posted", and "Status". Each header has a small up/down arrow icon. A red circle highlights the "Reference" header, and a red arrow points from the text above to this circle. At the bottom center, there is a "Return to Top" button.



Worldwide Professional Screening Services

[Home](#)

[Admin](#)

[Request](#)

[Results](#)

[Status](#)

[Logout](#)

Welcome to the Prime Information Center, Inc. Client Main page. This page provides you with the ability to submit new requests, retrieve results, and view the status of pending requests.

**BE SURE TO HAVE YOUR POPUP BLOCKERS DEACTIVATED !**

**To view completed results, click on the “Results” button on the Main page.**

[Search for Results](#)
[View Results](#)
[Archived Results](#)

Show  entries

[Display All Results](#)

<input checked="" type="checkbox"/>	SSN	Name	Reference	Requestor	Requested	Posted	Alert	Status	
<input type="checkbox"/>	XXX-XX-							<input checked="" type="checkbox"/>	<a href="#">View</a>

Displaying 1-1 of 1 entries

[First](#)
[Previous](#)
[Next](#)
[Last](#)

[Print All Selected](#)

[Move Selected To Archives](#)

[Click Here to check pending status on requests not displayed](#)

## Legend

	- Indicates Derogatory Information has been Found for an Applicant		- Email your account manager regarding a result
<input checked="" type="checkbox"/>	- Report has been viewed		- View an attachment that has been sent with a result
	- Order more searches for an applicant		

NOTE: All reports are viewed using the Adobe Acrobat Reader. If you don't already have this software, then click the image below to download a free copy.



To view your completed report, click on “View”. As in the Status Report, you have the capability to sort in a specific field by pressing the up/down arrows. You can print your opened report while viewing or later by clicking the box on the far left next to the names you want to print and pressing the “Print All Selected” button. A checkmark is placed next to the status to indicate you have already viewed that report. You also can email Prime regarding a result by pressing the envelope on the far right.

**CONFIDENTIAL**

Printed:

Background Screening Report

Completed:

Prepared For:

Requested By:

Prepared By:

Subject:

SS #: XXX-XX-

Address:

DOB:

SUMMARY

SOCIAL TRACE

COURT SEARCH RECORD

DRIVING HISTORY

DISCLAIMER

End Of Report

Your results (see sample on the left) are in .PDF format.

The information at the top of the report is your account and the applicant's information.

Next you will see the Executive Summary which will give you an overall summation of each product result ordered.

Following the summary are the individual detailed reports.


[Search for Results](#)[View Results](#)[Archived Results](#)Show  entries[Display All Results](#)

<input type="checkbox"/>	SSN	Name	Reference	Requestor	Requested	Posted	Alert	Status	
<input type="checkbox"/>	XXX-XX-								<input checked="" type="checkbox"/> <a href="#">View</a>

Displaying 1-1 of 1 entries

[First](#) [Previous](#) [Next](#) [Last](#) [Print All Selected](#)[Move Selected To Archives](#)[Click Here to check pending status on requests not displayed](#)

### Legend

	- Indicates Derogatory Information has been Found for an Applicant		- Email your account manager regarding a result
	- Report has been viewed		- View an attachment that has been sent with a result
	- Order more searches for an applicant		

NOTE: All reports are viewed using the Adobe Acrobat Reader. If you don't already have this software, then click the image below to download a free copy.



**Results will only remain under the “View Results” tab for 30 days from the day it is posted after which it will drop from the display!** In order to retain the results under your account online until you are ready to delete it, you should archive the result. Simply select the report(s) to be archived by clicking into the box on the far left next to the SSN(s) of the applicant(s) and press the grey button “Move Selected to Archives”. They will remain in the archives until you select them to be deleted.

Search for Results | View Results | **Archived Results**

Show 10 entries [Display All Results](#)

<input type="checkbox"/>	SSN	Name	Reference	Requestor	Requested	Posted	Alert	Status	
<input type="checkbox"/>	XXX-XX-								<input checked="" type="checkbox"/> <a href="#">View</a>

Displaying 1-1 of 1 entries [First](#) [Previous](#) [Next](#) [Last](#) 1

[Print All Selected](#) [Move Selected To Archives](#) [Click Here to check pending status on requests not displayed](#)

To view results in Archives, press “Archived Results” at the top. As in the example above, it is the same as in your Results section except you have the option to delete a result by clicking into the box next to the SSN’s and pressing the blue button “Remove and Purge Selected”.

Search for Results | View Results | Archived Results

Show 10 entries

<input type="checkbox"/>	SSN	Name	Reference	Requestor	Requested	Posted	Alert	Status	
<input type="checkbox"/>	XXX-XX-								<input checked="" type="checkbox"/> <a href="#">View</a>

Displaying 1-10 of 12 entries [First](#) [Previous](#) [Next](#) [Last](#) 1 2

[Print All Selected](#) [Remove and Purge Selected](#) [Click Here to check pending status on requests not displayed](#)

Search Archives by Last Name  First Name  Find ... or ... [Display All Results](#)



## *Prime Information Center*

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# THANK YOU

Prime Information Center, Inc. hopes that this Training Session has helped you to navigate our website more easily. If you have any questions or concerns about any of the information provided, please contact one of our experienced Client Care personnel and we will be happy to answer any questions you may have.

Thank you for choosing Prime  
for your background screening needs.

**Phone: 281.859.9220**

**Fax: 281.859.3811**