Hiring Departments: Helping Candidates Access and Complete the Electronic BGC Form

Once a candidate has been selected for employment, an HR representative (job action initiator) will begin a hire action in the system that will kick-off the background check process. The candidate will receive an email from the initiator, and if applicable, a second email from background-checks@ncsu.edu with temporary log-in credentials. Sometimes the candidate may have trouble locating the emails, logging in, or completing the form.

When a candidate does not receive the email(s):

1. They should check their SPAM folder first.
   a. REMEMBER - If a candidate does not have an active, HR-controlled Unity ID (i.e. they are not a current NC State employee or have separated for more than 30 days), they should check for an email containing their temporary user ID and password. This user ID and password will allow them to access their electronic form.
2. Ensure that their email address is correct.
   a. If the email address was incorrect, the job action initiator should have received a bounced-back email. Please contact the Background Check Program to correct.
   b. If it was correct and they have already checked their SPAM folder, please contact the Background Check Program at (919) 513-2283 for further assistance.

When a candidate is having trouble accessing the form:

1. Ensure they are using a PC or a laptop – the system is not mobile-friendly.
2. Ensure the action was submitted no more than 14 days ago – any longer and their access will have been revoked. You should contact the Background Check Program at 919-513-2283 for these to be re-set and let the candidate know that they will be receiving additional emails and to disregard the existing ones.
3. Suggest that they try using an incognito or private browser window (especially helpful when a student is being hired and they must use temporary log-in credentials or if they are on a public computer)
4. Remind them to use the correct log-in portal. If they were assigned temporary credentials, make sure they are using the BLACK portal for parents/guests.
5. Remind them that even if they have an existing Unity ID, if they were assigned temporary credentials, they must use these.
6. Ask them to try a different browser than they normally use or to clear their cache/browsing history.
When a candidate is having trouble completing the form:

1. Ask them to pay attention to any errors or warnings that may pop-up.
2. Remind them that the form must be completed at one time.
3. Remind them that there are 3 pages they will have to read and complete and to navigate at the bottom of each page to advance to the next.
4. Remind them to not log-off until they have signed the 3rd page, clicked submit, and received a confirmation screen.

If these tips and reminders do not resolve their issues, you can refer them to our more in-depth help documents found on our website: [Electronic Background Check Form Help Document for Job Candidates](http://example.com) and [Step-by-Step Guide: How to Complete the Electronic Background Check Form](http://example.com). They may also receive assistance over-the-phone or can request an appointment for in-person assistance at our office, located in Admin II on the 2nd floor by calling 919-513-2283.