



HireRight FAQ

What does EWS mean in HireRight?

EWS, or Extended Workforce Solution, is HireRight's solution for MSP programs.

How do I register for a Knowledge Services MSP (EWS) Program?

An email invitation will be sent to you from the Knowledge Services' Program Team. Vendors can reach out to MSP@knowledgeservices.com to request the invitation.

What does the registration process consist of?

An email invitation will be sent to the vendor from Knowledge Services. All pages of the form/application must be completed, including the section with credit card details. Make sure to SUBMIT the form. The vendor will receive an email with copies of the contractual documents that were approved in the form/application.

Next, an email will be sent from HireRight's Vendor Screening team. This will include a credit card form for payments and a document that explains the credentialing process. The turnaround time for the onsite inspection (if required) is 3 to 5 business days.

If the Vendor Screening team requires anything from the Vendor during this process, the Vendor will be contacted by email. Please respond as soon as possible to avoid delays with account activation.

Questions about the process of status of an account can be directed to HireRight's Client Care Support team at 800-490-7983.

What is HireRight's Credentialing and Due Diligence process?

The inspection is mandatory and must be conducted in order to continue the account setup process. It is a requirement by the credit bureaus to ensure that sensitive personal information in each background report is properly secured. See also, Credentialing Easy As 1-2-3 document for additional information.

Are home-based businesses permitted?

Home-based businesses are able to register, as long as the home office set up meets a certain standard of security.

What is the time frame for completion of the Due Diligence?

3 to 5 business days. The site inspection generally takes up to 48 hours from the time HireRight submits the order to the time the initial call is made to schedule the inspection. After the inspection is complete, the report generally takes about 24-48 hours when there is a question. HireRight generally activates the account within a couple hours of receiving the inspection report but can take up to 48 hours.



Is there a vendor registration fee?

There is a \$84.40 registration fee if the Vendor does not already have an existing account with HireRight. If the Vendor does have an account, the Vendor can indicate this in the registration form and this may remove the credit card information fields. If an existing vendor has not correctly completed the details about their existing account, there is no way to go back to the previous page and credit card information will be required.

If a Vendor who already has an existing HireRight account is charged the registration fee in error, the Vendor can reach out to the Total Care Support team at 800-490-7983 and request a refund.

Are vendors being provided with a receipt of payment for the registration fee?

Only in the form of the Account Setup Letter that is attached and on their credit card statement.

When will the vendor be able to access their HireRight account?

Once the Due Diligence process has been completed, the Vendor will receive an email from HireRight with the Account ID, username, and temporary password. The email has a link to the login page on HireRight's website. When you login for the first time, you will be asked to set a permanent password and answer some security questions. If you need any assistance, reach out to the Total Care Support team at 800-490-7983.

What if my EWS (MSP) program includes drug testing?

Setting up a drug testing lab account takes approximately 5 business days. HireRight's setup team will be notified to start working on this once the Vendor has completed the registration process.

What if a candidate has a credit freeze or credit block and a credit check is required?

If a candidate has a **credit freeze** in place with the credit bureaus and the HireRight package ordered contains a credit report, then the candidate must contact each bureau to request their credit profile to temporarily lift the freeze so HireRight can re-order the sub-request. It is recommended the candidate unfreeze for at least 7 days so HireRight has time to re-run the sub requests.

If a candidate has a **credit block** on their credit they cannot do a temporary lift with an access code. HireRight does not have a way to input an access code when processing credit checks to access the candidate's file. Therefore, the candidate will need to do a complete lift of the block with the credit bureau(s) in order for HireRight to access the candidate's credit information.

Additional Resources:

HireRight's Total Care Team



HireRight's Credentialing Easy As 1-2-3



HireRight's Credentialing By-Pass for Existing Vendors

