



# What to do When... A Candidate Opted out of Electronic Means

Here to give you insights into your  
ClearStar Platform.

## HERE TO SUPPORT YOU.

Our knowledge centers offer a variety of tools and accessories that enable the immediate or delayed sending and receiving of information.



Every candidate has the right to withdraw consent to electronic form. Below are the steps a candidate needs to take to fully withdraw consent to electronic form. It's important to remember that all data the candidate previously entered, including their basic information, address, employment, education, driving license, etc. will be saved in their profile.

1. On the signature page, below the signature box, there are 5 legal rights that all applicants must be notified of. The first two relate to withdrawing consent to the electronic form.

I hereby affirmatively consent to the use of the Disclosure and Authorization in an electronic format and to the use of my electronic signature to execute this electronic form. Additionally, I acknowledge that I completed this electronic form and read, understand, accept and agree with the attestations contained therein and adopt the letters, sounds or symbols used for my electronic signature of this electronic form are intended to be used as my official signature of the document and I agree to be bound by this electronically executed form as if I manually executed this electronic form. Additionally, I represent that all of the information provided on this test is complete and accurate.

Right to Withdraw Consent to Electronic Form
Right to Enter into Documents in Non-Electronic Form
Requesting a Paper Copy of My Electronic Record
Resident Notices and Acknowledgements (CA, ME, MN, NY, OK, WA)
Hardware and Software Requirements

2. When the candidate clicks the first box "Right to Withdraw Consent to Electronic Form," they are presented with the following language.

Right to Withdraw Consent to Electronic Form  You have the right to withdraw your consent to have the Disclosure and Authorization 02222021 in electronic form at any time. To do so please follow the process outlined in the section below entitled "Right to Enter into Documents in Non-Electronic Form".
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3. After reading the above language, the candidate must then click the second box "Right to Enter into Documents in Non-Electronic Form." The candidate is then presented with the following information and a toggle to exercise their right to non-electronic form.



Right to Enter into Documents in Non-Electronic Form

By selecting YES below I choose not to sign electronically on this site. I understand that I have the right to agree to the documents on paper and to execute the documents by handwritten signature. In order to obtain it in written paper form I can either print the documents or call the employer directly to request non-electronic version (paper form) of Disclosure and Authorization 02222021 form. Once completed, please send to employer directly. I HEREBY ACKNOWLEDGE THAT EXERCISING THE RIGHT TO NON-ELECTRONIC FORM MAY DELAY THE PROCESS AND DOES REQUIRE SUBMISSION OF PAPER HAND-SIGNED DOCUMENTS VIA MAIL, EMAIL, FAX OR HAND DELIVERY. If after reconsideration you elect to use the electronic form, simply change your selection to NO.

Exercise right to non-electronic form:  NO

4. Upon clicking the toggle to exercise the right to non-electronic form, the candidate will be presented with a pop-up that states that “Opting out of signing electronically will cause delays...” The candidate must then select Yes or No to continue. If they select no, they electronic signature will be available to continue with the electronic form.

Non-Electronic Confirmation

Opting out of signing electronically will cause delays. Are you sure you want to proceed with entering into Non-Electronic Form by submitting paper, hand-signed document(s)?

YES - I wish to proceed with Non-Electronic Form and will provide hand-signed document(s).  
NO - I wish to proceed and sign electronically.

Yes ✓  No ✗

5. Upon clicking Yes to continue with opting out of signing electronically, the candidate will see a confirmation page that denotes a signature is still required on the Disclosure and Authorization.

Your request was successfully submitted and a confirmation e-mail was sent to the e-mail address that you supplied.  
**Request Date:** 08/15/2022

Applicant Document(s)

Disclosure and Authorization 02222021.html \*signature required

From an Administrator perspective, here's how to identify if your candidate opted out of electronic means. ClearStar does send email notifications to administrators when a candidate opts out of the electronic consent. If you did not receive a notification, contact Connect@clearstar.net to be added to your company's notification list for ScreenMeNow.



1. Click into the candidate's draft profile. You'll want to click Applicant Log once in that specific candidate's profile.

- Applicant Information

Name: Test WithdrawConsent	Profile: 2022081545233200
Address: 123 Test, Cleveland, OH 44126	Birth Date: 05/23/1980
County: Cuyahoga	Gender:
Email Address: tessah@clearstar.net	Phone No.:
Job Location:	Position:
Acct. Code:	Entered By: SLRTTBHadmin
Entered: 08/15/2022 12:34 PM EST	
Status: Draft	

Print Print w/ Comments (9 SSN matches) (0 Profile Documents) [Applicant Portal](#)

- Profile Settings (Internal Use Only)

2. A pop-up will appear that shows the history of the candidate entering data into ScreenMeNow. You will see a note that indicates the applicant exercised the right to non-electronic form.

Applicant Portal Information

Applicant has accessed their application	08/15/2022 12:34:00 PM
Application Saved   Basic Information	08/15/2022 12:34:00 PM
Applicant opted out of providing Middle Name	08/15/2022 12:34:00 PM
Application Saved   Address(es)	08/15/2022 12:34:00 PM
Applicant has accessed their application	08/15/2022 12:35:00 PM
Right to non-electronic form   Applicant exercised right to non-electronic form	08/15/2022 12:37:00 PM

[Close](#)

3. After confirming the candidate exercised the right to non-electronic form, you'll want to send the candidate a PDF of the Disclosure and Authorization form. Once received, you'll go back into that candidate's draft profile and upload the signed copy of the disclosure and authorization to the profile. Click on "(0 Profile Documents)" to upload the document.

- Applicant Information

Name: Test WithdrawConsent	Profile: 2022081545233200
Address: 123 Test, Cleveland, OH 44126	Birth Date: 05/23/1980
County: Cuyahoga	Gender:
Email Address: tessah@clearstar.net	Phone No.:
Job Location:	Position:
Acct. Code:	Entered By: SLRTTBHadmin
Entered: 08/15/2022 12:34 PM EST	
Status: Draft	

Print Print w/ Comments (9 SSN matches) (0 Profile Documents) [Applicant Portal](#)

- Profile Settings (Internal Use Only)



4. Next, click on “Upload New Document.”

Applicant Information  
Name: Test Withdrawal  
Address: 123 Test, Cleveland, OH 44126  
Entered: 08/15/2022 12:34 PM EST  
Status: Draft

Profile: 2022081545333200 Birth Date: 05/23/1980 Entered By: SUKTTBHadmin SSN: 111-11-1111 Acct. Code:

Attached Documents	Description	Date Added	Added By	Actions
				<a href="#">Close</a>

[Upload New Document](#)

5. A pop-up window will appear to allow you to choose your document to upload. You'll need to add a description of the document you're uploading. Be sure to click “Copy to All Orders” and click submit.

Upload New Document

Document To Upload:  Choose File No file chosen

Description: Disclosure and Authorization

Internal Use Only

Include In Report *(Applies only to pdf documents!)*

Copy To All Orders

Copy to selected order(s):

[Submit](#) [Close](#)

6. Finally, once the document is successfully uploaded, you'll check off the authorization statement and “Transmit Request.” A pop-up may appear if there are services missing orders. ClearStar will be adding County and Statewide criminal checks based on the scope of your package. You are not required to add county or state orders to the profile prior to transmitting. Once the profile is transmitted, the report is now In Progress with ClearStar's team.

Authorization Statement

CLIENT USING CLEARSTAR PLATFORM

Client represents, certifies and warrants that it is hereby ordering a background check for employment screening purposes only (Federal Fair Credit Reporting Act Section 604(a)(3)(B), including evaluating a consumer for employment, promotion, reassignment or retention as an employee, agent, contractor or volunteer where the consumer has given prior written authorization to do so).

I have read and accept the above Authorization statement.

[Close Profile](#) [Transmit Request](#) [Delete Request](#) [Print](#)