



Frequently Asked Questions

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.



FREQUENTLY ASKED QUESTIONS

What is changing?

In December of 2021, ClearStar acquired ESR. Since then, our combined team has been working to provide a consolidated experience for our clients that incorporates the best of both platforms. You'll see a variety of new and enhanced features, with more to come in the future.

Will my services and packages change?

No- all of your existing services and packages will remain the same, though the naming conventions of some items will change.

We have customized a portion of our applicant/background process with ESR- will our customizations remain the same?

Any existing customizations will be ported over to the new platform wherever possible. If there is any significant change to your existing program, your client service representative will notify you well in advance of your transition date to discuss options.

Will my point of contact at ESR be different?

If you are assigned to a specific Client Service Representative, they will remain your contact and dedicated support going forward. All other contacts for the general Client Support team (phone and email) will remain the same.

Will my ESR account/previous background screens remain available?

On your designated day for cutover to the new system, new orders will no longer be able to be created in the ESR system. Any pending orders will complete in the ESR system, and you will be able to review and decision those reports there.



FREQUENTLY ASKED QUESTIONS

Approximately 30 days after the completion of the final background screen, the data from the ESR system will be ported to the new system, and there will be functionality in the new platform to search for and print any legacy ESR reports.

Can I continue to place orders via my ATS integration?

Our plan is to migrate as many integration partners as possible, including all of our major partners. If your specific ATS integration is delayed or not on our roadmap, you will be given ample notice and support to review all available options.

How will I learn to use the new system?

We've provided a variety of materials, including documents, PowerPoint slide presentations, and a library of video content, including a full end to end training. If you need any additional support or assistance after reviewing the material, please feel free to contact Client Services for additional help.