CLEARSTAR®

Key Enhancements for ESR Clients

September 15, 2022

Introduction

This slide deck is designed to highlight some significant enhancements for legacy ESR customers on the new ClearStar platform, as well as a couple of highlights on existing features and functions that are slightly different.

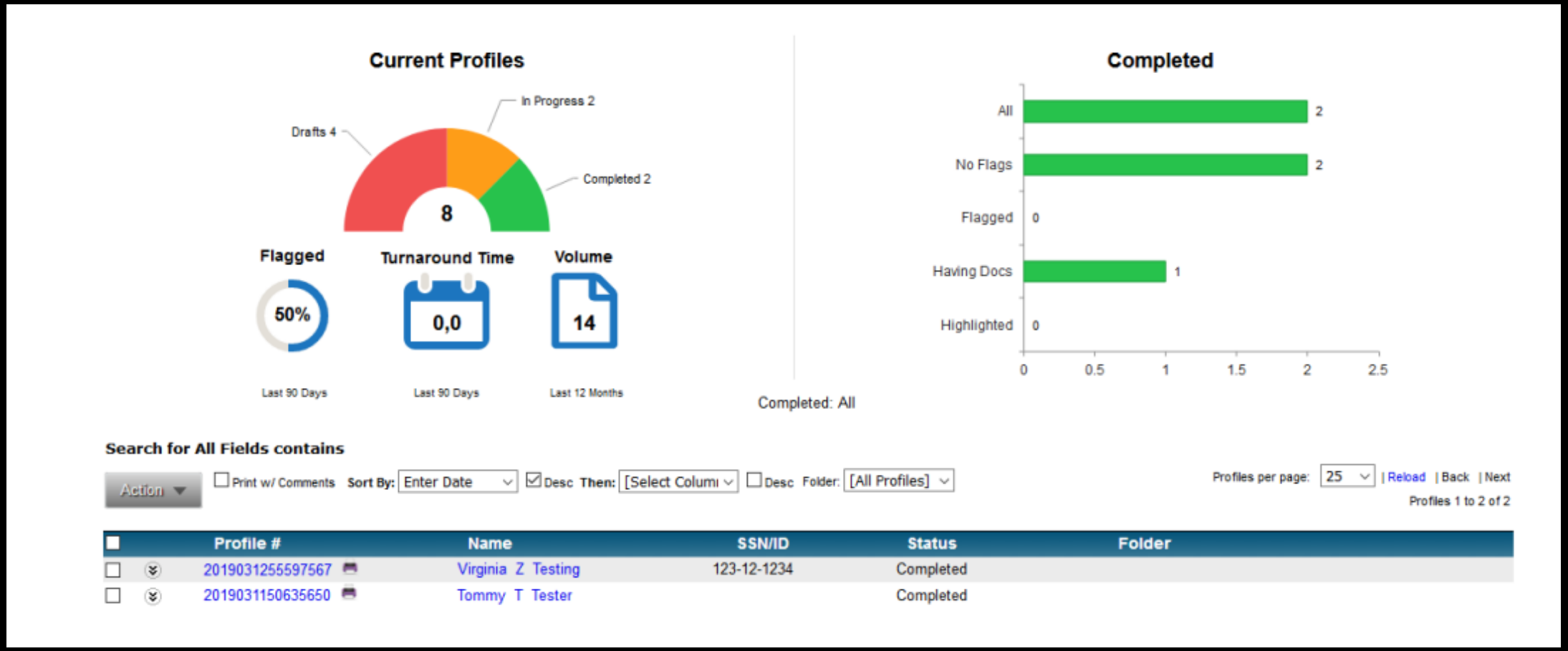
This deck is meant as a high level overview and basic guide. All of the content here is covered in more detail in the full training video. If you have any further questions, please contact your customer service rep, or the ESR client support line at (888) 999-4474, or via email at clientsupport@esrcheck.com

We are more than just a background screening company.

Key Enhancement Highlights

- ✓ Dashboard Charts- Use the charts on the dashboard to instantly see what percentage of your background checks are in each status, and access each status with a single click.
- ✓ Self-Service Reporting- Reporting tools allow you to get insights into turnaround times, Applicant details, and Invoice information.
- ✓ Improved Child Account Access- Access all accounts in your program from a single username, and view your entire program's background checks in a single screen.
- ✓ Mobile responsive Candidate Experience- The ClearStar applicant session is fully mobile responsive, making your candidate's process easier and more convenient on any device they choose.

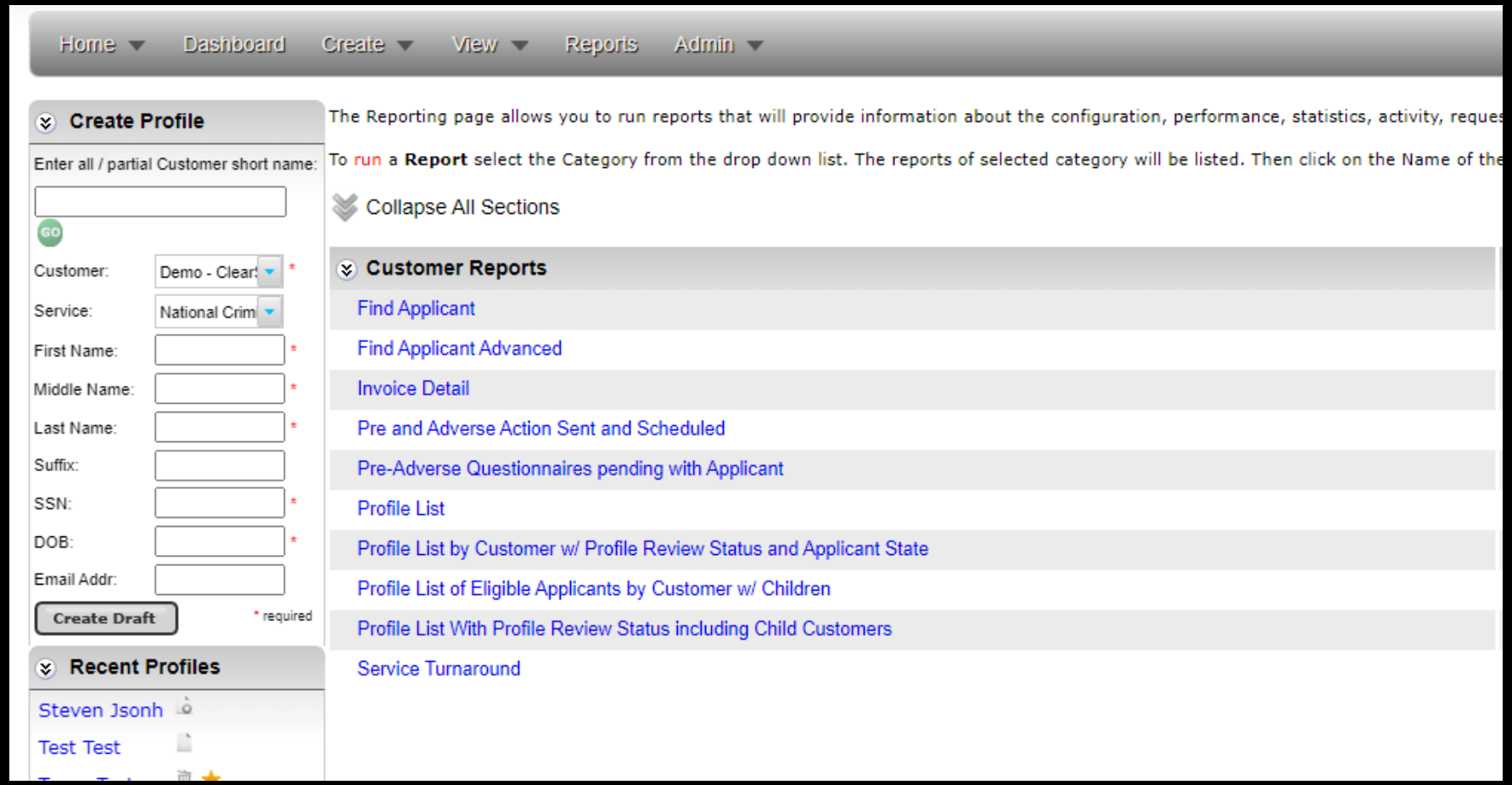
Dashboard Charts



Dashboard Charts

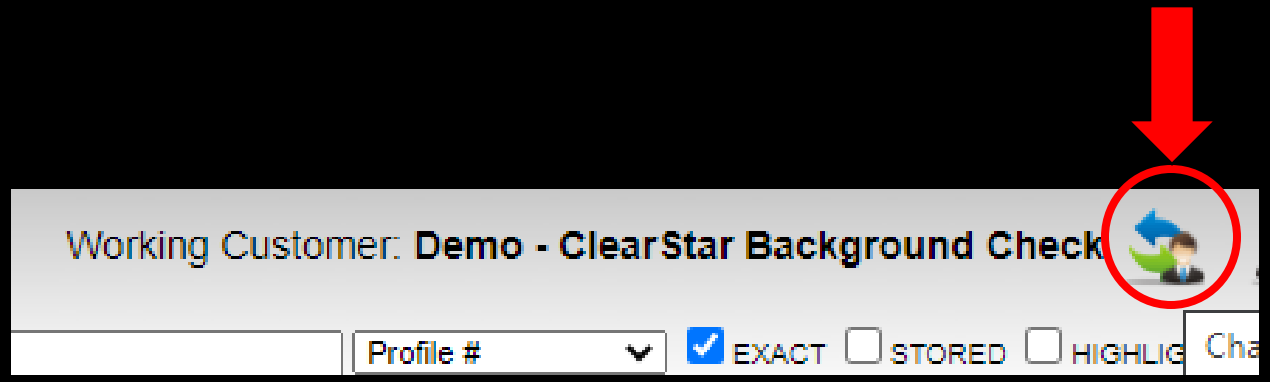
- ✓Current profiles are separated by status in a simple to read graph. By clicking on an individual status in the chart, the profiles associated to that status display in the list below.
- ✓The selected status is further separated in a bar graph on the right that further breaks each category down to allow to focus on individual sub-categories.

Self-Service Reports



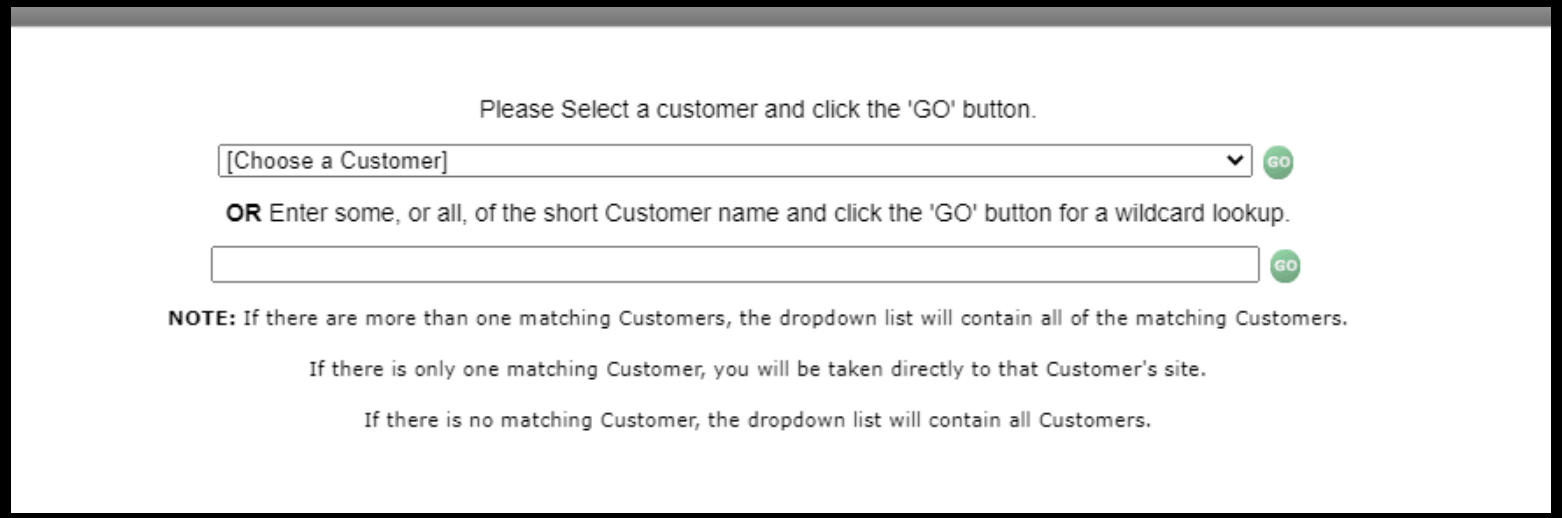
Improved Child Account Access

✓In the top right corner of the Client Portal, click the “Change Customer” icon



Improved Child Account Access

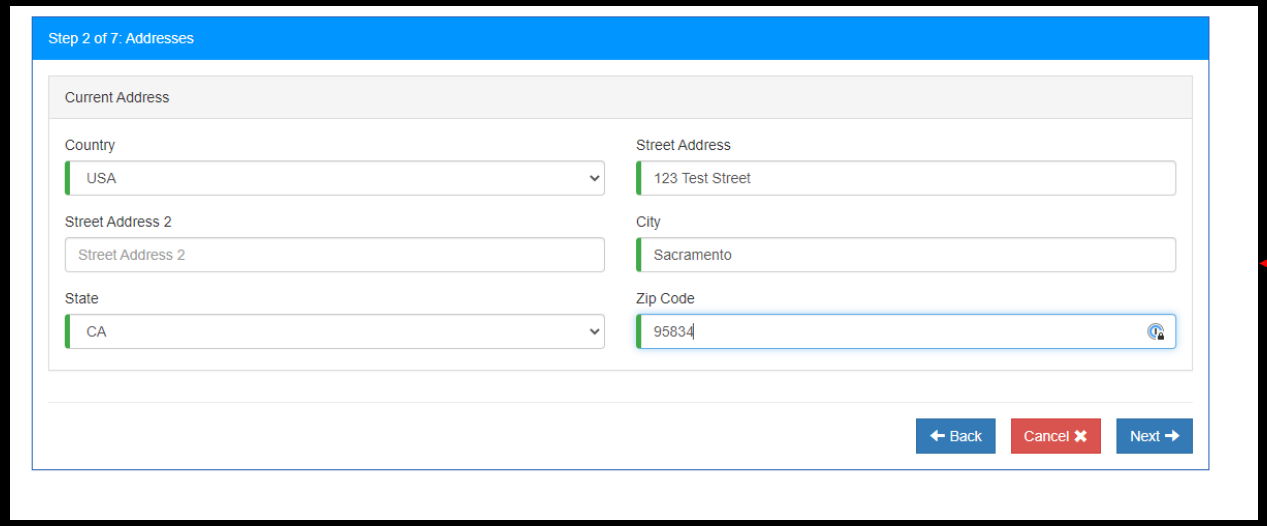
- ✓The top drop down will list all the accounts in the user's hierarchy that they have access to. Highlight the account you want to switch to and hit "Go"
- ✓If you have a long list, use the bar below to search for a portion of the account name and click "Go", which will limit the list in the drop down.

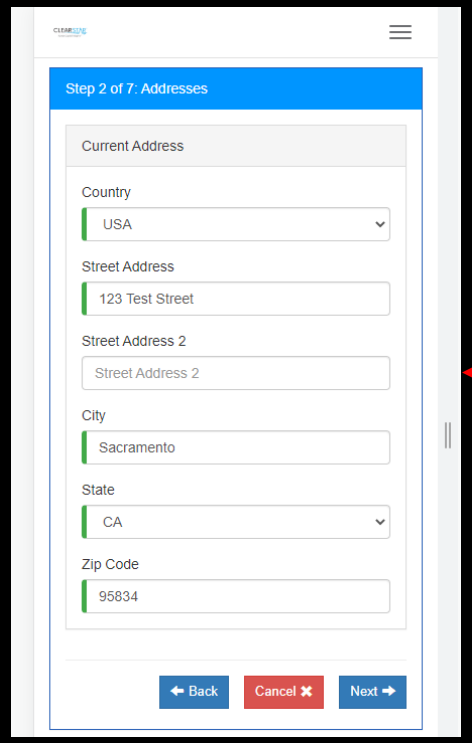


Mobile Responsive Candidate Experience

✓In the ClearStar platform, the candidate experience is streamlined and fully mobile responsive. This means a fast, focused process that is fully functional on a computer, tablet, or smartphone.

Address Entry on a desktop/laptop computer





Address Entry on a smartphone

Additional changes and enhancements will be coming over the next several months. ClearStar will keep you in the loop as these changes happen.

Questions? Please feel free to reach out to your ESR Client Service Representative, or call us at 888-999-4474 or email clientsupport@esrcheck.com