

The logo for CLEARSTAR, featuring the word "CLEARSTAR" in a white, sans-serif font. The letter "A" is stylized with a blue arrow pointing downwards and to the right. A registered trademark symbol (®) is located to the upper right of the "R".

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

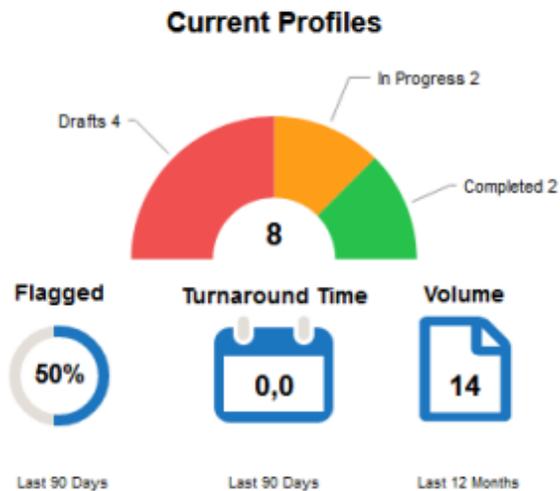


We are more than just a background screening company.

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



Completed: All

Search for All Fields contains

Action Print w/ Comments Sort By: Desc Then: Desc Folder:

Profiles per page: | [Reload](#) | [Back](#) | [Next](#)

Profiles 1 to 2 of 2

	Profile #	Name	SSN/ID	Status	Folder
<input type="checkbox"/>	2019031255597567	Virginia Z Testing	123-12-1234	Completed	
<input type="checkbox"/>	2019031150635650	Tommy T Tester		Completed	

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

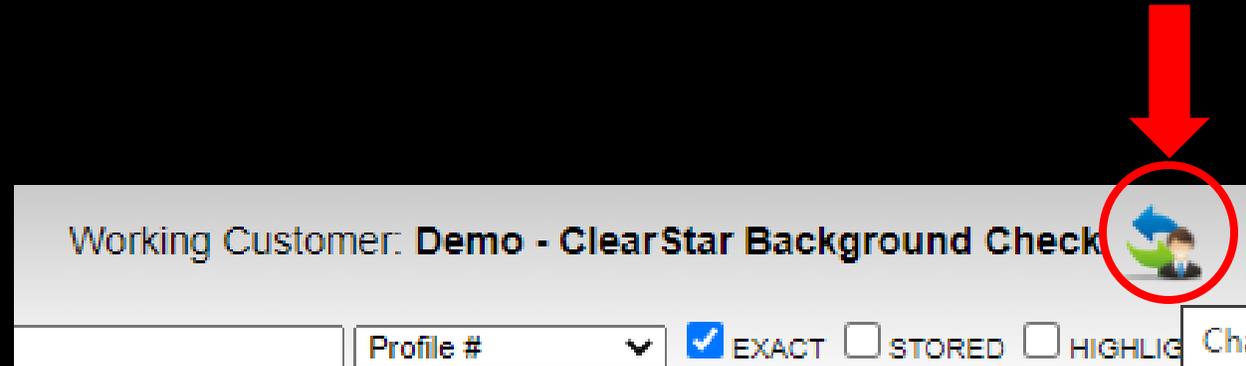
The screenshot displays a web application interface with a top navigation bar containing 'Home', 'Dashboard', 'Create', 'View', 'Reports', and 'Admin'. The main content area is divided into three sections:

- Create Profile:** A form for creating a profile with fields for 'Customer short name', 'Customer' (dropdown), 'Service' (dropdown), 'First Name', 'Middle Name', 'Last Name', 'Suffix', 'SSN', 'DOB', and 'Email Addr'. A 'GO' button is next to the 'Customer short name' field, and a 'Create Draft' button is at the bottom. A note indicates that fields with an asterisk are required.
- Customer Reports:** A list of report categories with a 'Collapse All Sections' button above them. The reports listed are: 'Find Applicant', 'Find Applicant Advanced', 'Invoice Detail', 'Pre and Adverse Action Sent and Scheduled', 'Pre-Adverse Questionnaires pending with Applicant', 'Profile List', 'Profile List by Customer w/ Profile Review Status and Applicant State', 'Profile List of Eligible Applicants by Customer w/ Children', 'Profile List With Profile Review Status including Child Customers', and 'Service Turnaround'.
- Recent Profiles:** A list of recent profiles, including 'Steven Jsonh' and 'Test Test'.

The 'Reports' section includes a descriptive text: 'The Reporting page allows you to run reports that will provide information about the configuration, performance, statistics, activity, request. To run a Report select the Category from the drop down list. The reports of selected category will be listed. Then click on the Name of the report to view the report details.'

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.

Please Select a customer and click the 'GO' button.

OR Enter some, or all, of the short Customer name and click the 'GO' button for a wildcard lookup.

NOTE: If there are more than one matching Customers, the dropdown list will contain all of the matching Customers.

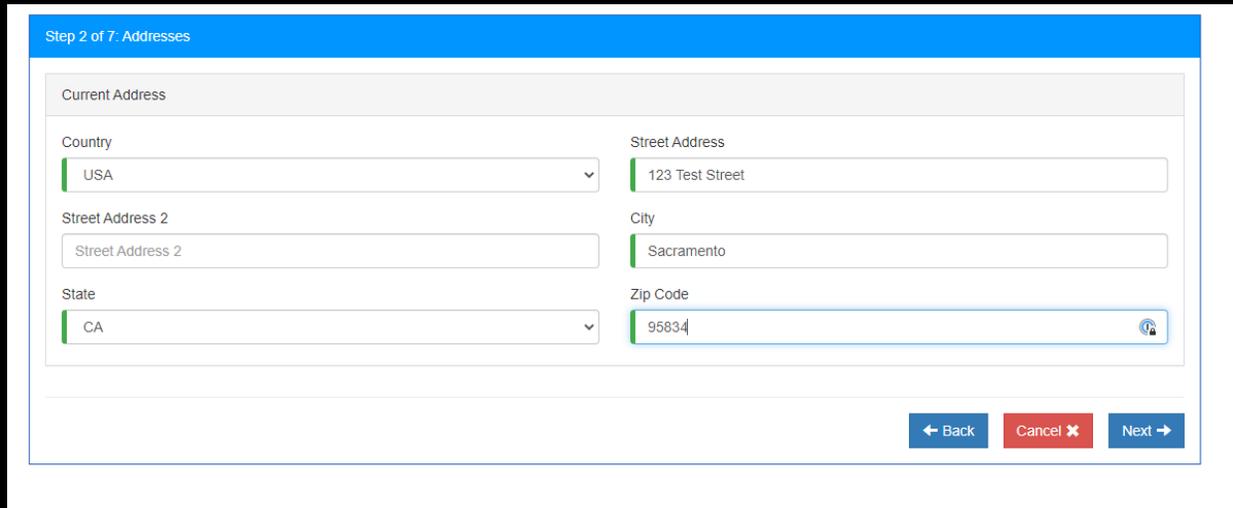
If there is only one matching Customer, you will be taken directly to that Customer's site.

If there is no matching Customer, the dropdown list will contain all Customers.

Mobile Responsive Candidate Experience

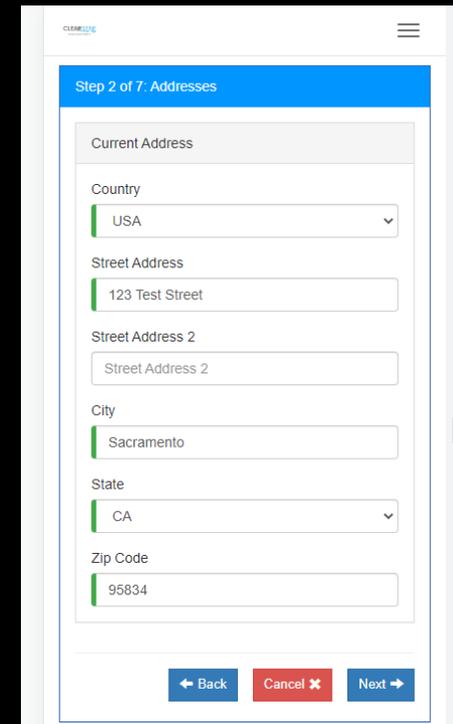
- ✓ In the ClearStar platform, the candidate experience is streamlined and fully mobile responsive. This means a fast, focused process that is fully functional on a computer, tablet, or smartphone.

Address Entry on a desktop/laptop computer



The screenshot shows a desktop view of the 'Step 2 of 7: Addresses' form. The form is organized into two columns. The left column contains 'Country' (USA), 'Street Address 2' (Street Address 2), and 'State' (CA). The right column contains 'Street Address' (123 Test Street), 'City' (Sacramento), and 'Zip Code' (95834). At the bottom, there are three buttons: 'Back', 'Cancel', and 'Next'.

Address Entry on a smartphone



The screenshot shows a mobile view of the 'Step 2 of 7: Addresses' form. The form is vertically stacked. The fields are: 'Country' (USA), 'Street Address' (123 Test Street), 'Street Address 2' (Street Address 2), 'City' (Sacramento), 'State' (CA), and 'Zip Code' (95834). At the bottom, there are three buttons: 'Back', 'Cancel', and 'Next'.

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