

New Aurora FAQs

General Questions.....	1
Training and Support Questions	2
User Experience Questions.....	2
Technical Questions.....	3

General Questions

- Q:** Why is ClearStar making these changes?
A: ClearStar is always working to improve our technology in support of our clients. We take client feedback and suggestions seriously and this upgrade to Aurora is the result of client feedback, requests.
- Q:** How will I know when we are supposed to start using New Aurora?
A: You will receive email updates from ClearStar leading up to the Oct 28th launch day of New Aurora. Additionally, all information, including the launch date, will be posted on the login page of legacy Aurora and in the bulletins of New Aurora after you login. In addition, we have created an [Aurora Rollout Support webpage](#) with additional information and resources.
- Q:** How do we know that New Aurora is ready for use?
A: ClearStar has meticulously tested the New Aurora application through Pilot and Beta User Groups. During these phases, we had live clients test the New Aurora and help us identify any bugs or gaps in usability! Our teams meet every week to review the valuable feedback that we received and implemented many additional improvements or enhancements since the user group phases. We can't thank these select clients enough for contributing to a stronger application and we are excited for you to experience the difference!
- Q:** Are there any changes with regards to billing and invoicing?
A: New Aurora does not change any current billing or invoicing settings.
- Q:** When will ClearStar sunset legacy Aurora?
A: At this time, ClearStar has not set an official sunset date for legacy Aurora. However, we believe that users will benefit from the enhancements and updated experience within New Aurora, so we encourage the switch within the first week of the launch of New Aurora.
- Q:** Can I continue to use legacy Aurora?
A: Legacy Aurora will eventually be discontinued. While we don't have timelines for official sunset of legacy Aurora, we are encouraging all ClearStar users to begin accessing New Aurora immediately. While we understand that change is always difficult, we are confident that the modern interface, new features, productivity tools, functionality, reports and dashboard will be highly beneficial to you.

Training and Support Questions

- Q:** Will I be trained on New Aurora?
A: Absolutely! We are offering multiple free, live training webinars ahead of New Aurora's launch! Our team will take you through the general navigation, searching for and filtering profiles, creating a new profile or sending an applicant request, and more! You will be able to sign up for a training webinar on the [Aurora Rollout Support webpage](#).
- Q:** Are there ongoing training or education resources available?
A: Yes, in addition to our live training webinars available on the Aurora Rollout Support webpage [link], there are various support documents, videos and more available in the current [ClearStar Knowledge Library](#).
- Q:** Are there any changes to support channels?
A: No, ClearStar's support channels remain the same! As a reminder, you can create a case by calling 877.796.2559 and speaking to one of our agents live or by emailing connect@clearstar.net. As we continue to strive for excellence, you can expect some amazing enhancements to our support channels in 2025!

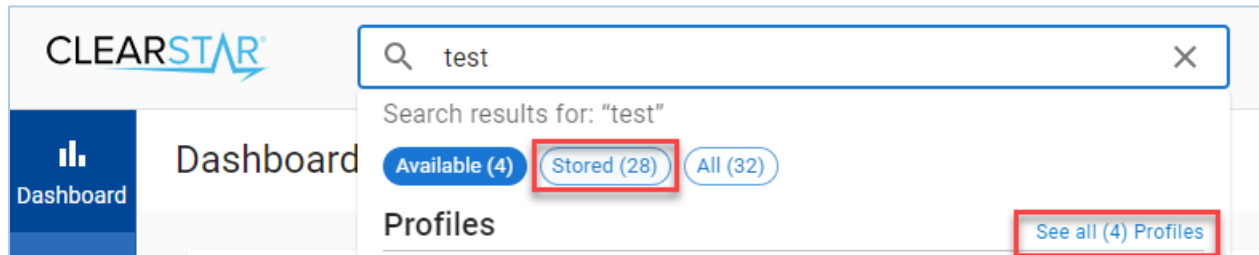
User Experience Questions

- Q:** Is New Aurora the same URL link as before?
A: No, to access New Aurora, you will need to access ClearStar's new URL for Aurora. This will be distributed in the pre-launch communication!
- Q:** What username and password should I use to access New Aurora?
A: You will use your existing ClearStar username and password on the New Aurora site. It's important to know that once you change your password on New Aurora, you will no longer be able to access legacy Aurora (*We don't think you'll miss legacy Aurora!*).
- Q:** Will the background check reports look the same?
A: Yes, the background check reports PDF view will remain the same when you switch to New Aurora. You will experience new navigation to get to the PDF report and the view within the application will look much more updated.
- Q:** Will legacy information still be available to us or will it be transferred to the New Aurora platform.
A: Yes, all background check reports and information available in legacy Aurora is available in New Aurora. The two platforms are in sync and have the exact same information available.
- Q:** How often am I required to authenticate during the login process?
A: Our new Portal requires authentication for each user every 24 hours. If you do not check "Keep me logged in," you will be required to authenticate each time you log in. This is to ensure maximum security considering the high volume of Personally Identifiable Information (PII) available on each account.

ClearStar is a PBSA Accredited agency and, therefore, ensures comprehensive data security in alignment with the accreditation standards.

6. **Q:** How do I access the Stored profiles on our account?

A: Once logged into the new Portal, you will need to type in the candidate’s identifiers that you are looking to pull in the search bar along the top menu of the new Portal. Once you have typed in the candidate’s identifiers, you will see a button labelled “Stored.” Click this button and you will now see profiles that are stored in the dropdown list. You may select to “See all Profiles.”



Technical Questions

1. **Q:** What if I have an Integration?

A: Any existing integration on your account will not be impacted by the launch of New Aurora. New Aurora uses the exact same connection endpoints as legacy Aurora and is fully synced so that any background checks submitted through integrations or in legacy Aurora will be available in New Aurora; however, you will need to use a new link if you are going directly access New Aurora. We kindly ask you to update all saved bookmarks, icons and/or quick links you may currently use.

2. **Q:** Will we still receive automated emails for background check report notifications?

A: Yes, any automated notification that is enabled on your account today will remain.

3. **Q:** Are there any technical requirements needed?

A: No, New Aurora is accessible from the same computer and internet browser you use today.

4. **Q:** Will all my reports that were entered in legacy Aurora be available in New Aurora?

A: Yes, all data that is available in legacy Aurora is already available in New Aurora. We’re confident that the moment you log in to New Aurora, you’ll be able to access all your same Draft, In Progress, Completed or Archived profiles – just with a new and exciting user experience!