



CCC VERIFY

User Guide

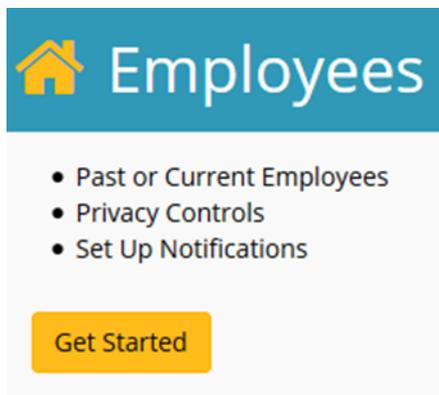
City of
Rochester



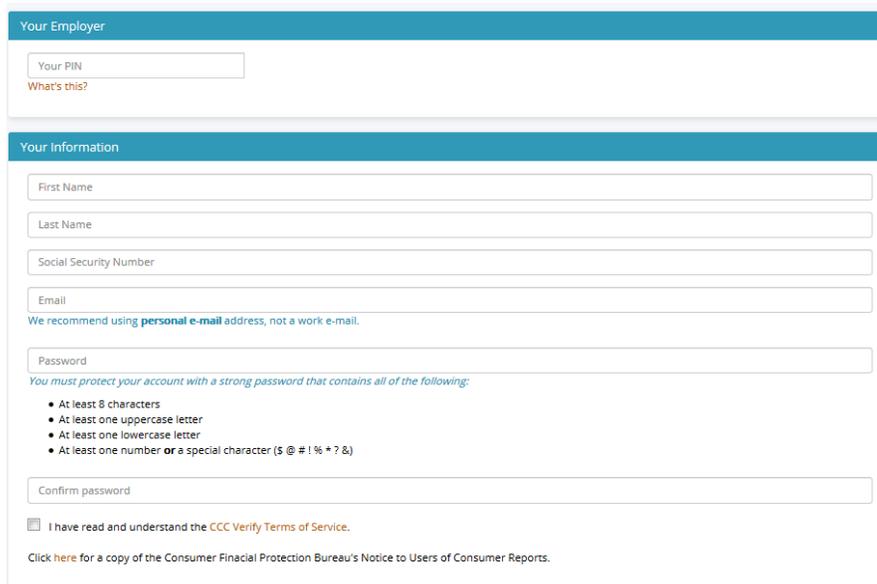
Employee Experience: sign-up process

Employees of our client companies can access their one free verification per year as well as change their security preferences by creating an account on CCCVerify.com.

To begin this process, employees can click on “get started” under the employees tab on the homepage.



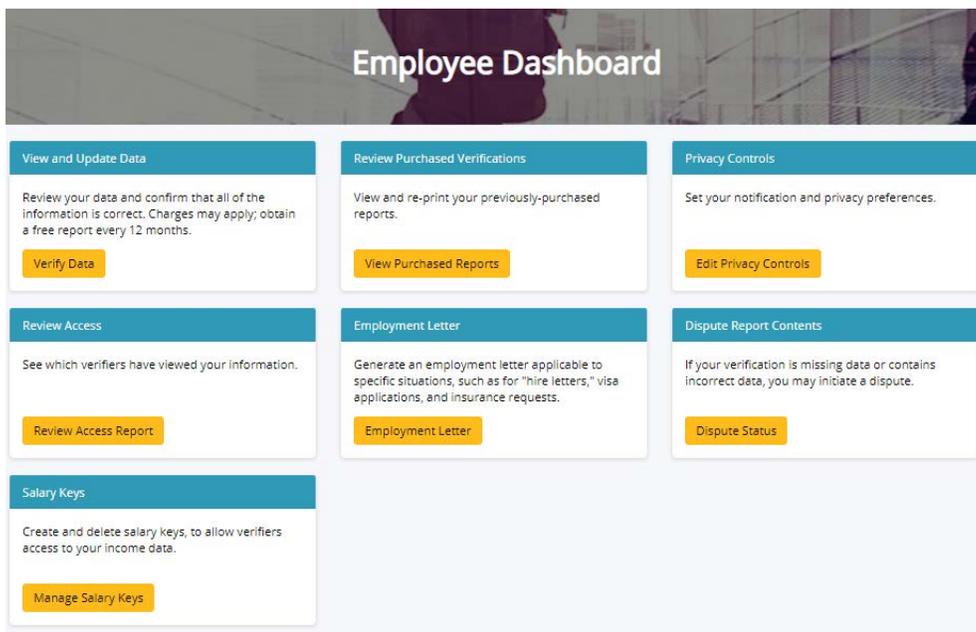
This will bring the user to a screen where they input the relevant info to create the account (name, email, contact info etc.)



Employee users are required to provide a PIN which is a sequence of numbers/letters unique to that employee which is selected by the employer (last 4 of SSN, Employee ID, etc.)

Employee Experience: email registration/employee dashboard

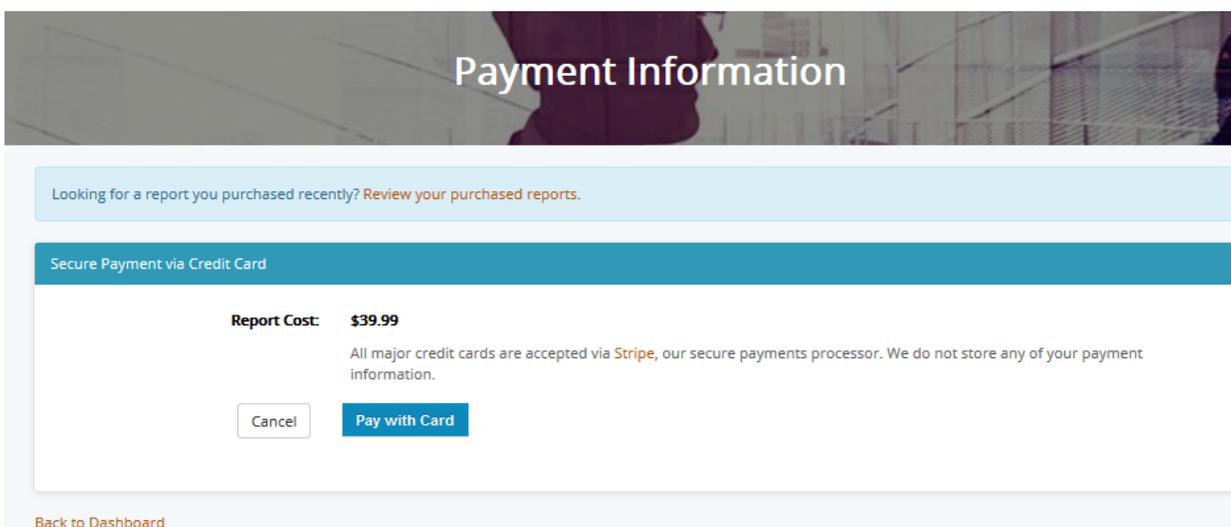
Once the employee has completed the sign-up page and clicked the register button they will see a message that states they have been sent an email to complete registration. When the employee receives the email, they are required to click the link in the email which brings the user to the website where a message stating registration is complete is displayed. The user can now use their email address and password to log in and view their dashboard.



The employee dashboard features 5 to 6 functions

- Verify Data
- View Purchased Reports
- Edit Privacy Controls
- Review Access Report
- Dispute Status
- Manage Salary Keys ***optional feature:** only appears on the dashboard of employees whose employer has elected to use this feature

Verify Data will bring the user to a page where they can elect to use their free report, if that report is exhausted they are required to pay the stated rate (subject to change) and will be brought to a page where the employment verification report can be downloaded as a PDF. On that page the employee can also elect to file a dispute.



[View Purchased Reports](#) allows users to view their previously obtained reports (includes free reports)

Requested Date/Time	Report Cost	Report ID	Action
03/27/2018 08:11 PM	\$0.00	68cb6e05-d7b1-41b9-861d-f70e1a497233	View PDF
03/12/2018 01:09 PM	\$0.00	0fcc0ac8-1811-4df3-9cf7-a20bcf1933f2	View PDF
03/09/2018 09:50 AM	\$0.00	451c01da-2648-4730-8fe6-4b9e9ea92fe3	View PDF

[Back to Dashboard](#)

[Edit Privacy Controls](#) brings you to the screen below. Here employees can choose to enable notifications or block their SSN.

Privacy Preferences

Notifications

I want to be notified when a **commercial** verifier (such as a lender and merchant) requests my information.

Block SSN

I want to prevent all **commercial** verifiers (such as lenders and merchants) from viewing my information.

[Save Preferences](#)

[Back to Dashboard](#)

[Review access report](#) takes the user to the below screen, allowing them to view commercial users that have purchased their information.

This page lists verifiers who have viewed Verification reports of your employment record. For privacy, only the verifier's e-mail domain is visible.

- [Edit your privacy preferences.](#)
- Have questions? [Contact customer support.](#)

Verifier Email	Requested Date/Time	Report Type
*****@corporatcostcontrol.com	05/19/2018 04:44 PM	Governmental Verification
*****@corporatcostcontrol.com	05/19/2018 04:44 PM	Governmental Verification
*****@corporatcostcontrol.com	03/12/2018 10:37 AM	Verification of Income and Employment
*****@corporatcostcontrol.com	03/05/2018 08:42 AM	Governmental Verification

[Back to Dashboard](#)

[Dispute Status](#) displays all disputes filed by the employee with status updates

Manage Salary Key allows employees to generate random salary keys, which they provide to a potential verifier. When salary keys are enabled verifiers cannot gain access to employee's data without being provided that employee's specific salary key(s)

Your employer has enabled salary key locks.

Commercial verifiers are unable to access your salary data until you specifically provide them with a one-time-use key generated below. Keys expire after **30** days, and you may have up to **5** active keys at a time.

Create Key

Salary Key	Created	Expires	Actions
FIAZ36	6/1/2018	7/1/2018	Remove
XSF2VW	6/1/2018	7/1/2018	Remove
NVBJJR	6/1/2018	7/1/2018	Remove
HXSQZ3	6/15/2018	7/15/2018	Remove

[Back to Dashboard](#)

Generate Work Letters allows employees to generate their own work letters which might be required for hiring, separation, or immigration purposes with a simple two-click process.



To Whom It May Concern:

Thank you for your request for information regarding:

SMITH, JOHN SSN: XXX-XX-6789

Our records indicate that the above-mentioned employee currently works for CCC TEST COMPANY, is now listed as "Active", and was hired on 02/10/2014. This letter is to be used for hiring in conjunction with a report supplied by CCCVerify.com. CCC Verify is a third-party verification service. All information is provided by the employer and is the only information available.

Thank you,

Nick Stephen
Manager
CCC Verify
Direct Fax - 614-485-0225
Email - verifications@corporatetestcontrol.com
Toll Free Customer Service - 855-901-3009



To Whom It May Concern:

Thank you for your request for information regarding:

SMITH, JOHN SSN: XXX-XX-6789

Our records indicate that the above-mentioned employee currently works for CCC TEST COMPANY, is now listed as "Active", and was hired on 02/10/2014. This letter is to be used for immigration in conjunction with a report supplied by CCCVerify.com. CCC Verify is a third-party verification service. All information is provided by the employer and is the only information available.

Thank you,

Nick Stephen
Manager
CCC Verify
Direct Fax - 614-485-0225
Email - verifications@corporatetestcontrol.com
Toll Free Customer Service - 855-901-3009



To Whom It May Concern:

Thank you for your request for information regarding:

SMITH, JOHN SSN: XXX-XX-6789

Our records indicate that the above-mentioned employee currently works for CCC TEST COMPANY, is now listed as "Active", and was hired on 02/10/2014. This letter is to be used for separation in conjunction with a report supplied by CCCVerify.com. CCC Verify is a third-party verification service. All information is provided by the employer and is the only information available.

Thank you,

Nick Stephen
Manager
CCC Verify
Direct Fax - 614-485-0225
Email - verifications@corporatetestcontrol.com
Toll Free Customer Service - 855-901-3009

Verifier Experience: sign up process

Government and commercial verifiers alike can create an account on CCC Verify and verify employment after meeting criteria such as user vetting and providing a valid permissible purpose. To sign up as a verifier click the get started button under the verifiers tab on our homepage

Verifiers

- Employment Verifications
- Income Verification
- Dates of Employment

Get Started

On the next screen the verifier will enter information about themselves and their organization.

Your Information

First Name Last Name

Email

Password Confirm password

You must protect your account with a strong password that contains all of the following:

- At least 8 characters
- At least one uppercase letter
- At least one lowercase letter
- At least one number **or** a special character (\$ @ # ! % ^ * 7 &)

Your Organization

Your Job Title

Organization Name

This is a governmental agency.

Federal Tax ID/EIN

http://www.your-employer.com

Address Line 1
Street address, P.O. Box, C/O instructions

Address Line 2
Unit or Suite Number, Building, Floor, or similar

City Select State

ZIP Code Work Phone

At the bottom of the same screen the verifier selects their permissible purpose and agrees to terms and conditions of the site as well as compliance with the FCRA

Legal

The Fair Credit Reporting Act (FCRA) only permits verifiers to obtain employee data for specific purposes. Please select your Permissible Purpose below.

Select Permissible Purpose

Select Permissible Purpose:

- Employment Screening for Hiring Purposes
- Consumer Loan (Home/Auto Purchase/Refinancing)
- Residential Lease or Rental
- MUD-Subdivided Property or Housing Authority
- Debt Collection
- Employee Consent
- Benefit Eligibility or Licensing
- Child Support
- Employee Requesting Report
- Florida Public Records Law (Statute 119.071) regarding Public Officers, Employees and Records

Legal

The Fair Credit Reporting Act (FCRA) only permits verifiers to obtain employee data for specific purposes. Please select your Permissible Purpose below.

Select Permissible Purpose

I have read and agree to comply with the FCRA.

I have read and understand the [CCC Verify Terms of Service](#).

[Click here](#) for a copy of the Consumer Financial Protection Bureau's Notice to Users of Consumer Reports.

Verifier Experience: email registration and verifier dashboard

Once the verifier has completed the sign-up page and clicked the register button they will see a message that states they have been emailed to complete registration. When the verifier receives the email, they are required to click the link in the email which brings the user to the website where a message stating registration is complete is displayed. The user can now use their email address and password to log in and view their dashboard.

Commercial verifiers and government verifiers alike go through the sign-up process. However, only government verifiers have access to more detailed pay data. Government verifiers are not charged for verification services.

Verifier Dashboard

- Request a New Verification**
Verify employment and income information. A maximum charge of \$39.99 per report may apply.
- Review Purchased Verifications**
Reprint purchased verifications and audit verification usage.
- Review Archived Verifications**
Review historical verification reports purchased in earlier versions of CCCVerify.

The verifier dashboard shows 3 different options.

- Get started
- Review
- View archived reports

Get Started brings the verifier to the first step of verifying employment data

Step 1 of 3: Enter Employee Information

Social Security Number

Employee's Last Name

Employer
Not sure of the spelling? Try typing just a few letters.

Report Type: Verification of Employment
 Verification of Income and Employment

Review brings the verifier to a page where they can review their past purchases

Review Verification Reports

Review your previously-purchased verification reports.

Start Date:

End Date:

Show entries Search:

Employee Last Name	Employee Last 4 SSN	Report Type	Cost	Requested Date/Time	Actions
ALMEIDA	6789	Verification of Employment	\$34.99	06/15/2018 08:37 AM	View Report
ALMEIDA	6789	Verification of Employment	\$34.99	04/13/2018 10:50 AM	View Report
SMITH	6789	Verification of Income and Employment	\$39.99	03/12/2018 10:37 AM	View Report

Showing 1 to 3 of 3 entries

[Back to Verifier Dashboard](#)

View Archived Reports takes users to a page where they can view purchases they made on our old web-based system (before February 2018)

View Archived Reports

Enter the Report Reference Number of a verification purchased in the old version of CCC Verify to retrieve a copy of that report.

Please Note: Only the user who purchased the report may reprint an archived report. If you previously purchased a report in the old system under a different username, please contact customer service to assist further.

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Employer Experience: sign up, dashboard and features

Employers that use the CCC Verify web system have the option to use employer accounts to monitor data on their employee's verification activity. This access is only available to designated contacts within our clients' corporate offices.

Sign Up:

This service is offered by our customer service team, once our team receives the required information to create the account(s) one of our representatives will be in contact with the designated account holders to assist with account set up.

Once the account is set up the employer will see their dashboard once logging in with their email as well as password.

The screenshot shows the CCC Verify Employer Dashboard. At the top left is the CCC VERIFY logo. The navigation bar includes 'Dashboard', 'Contact Us', 'Privacy Policy', and 'Change Password'. On the right, it says 'Welcome back, Employer!' and 'Log off'. The main heading is 'Employer Dashboard'. Below this are six frames:

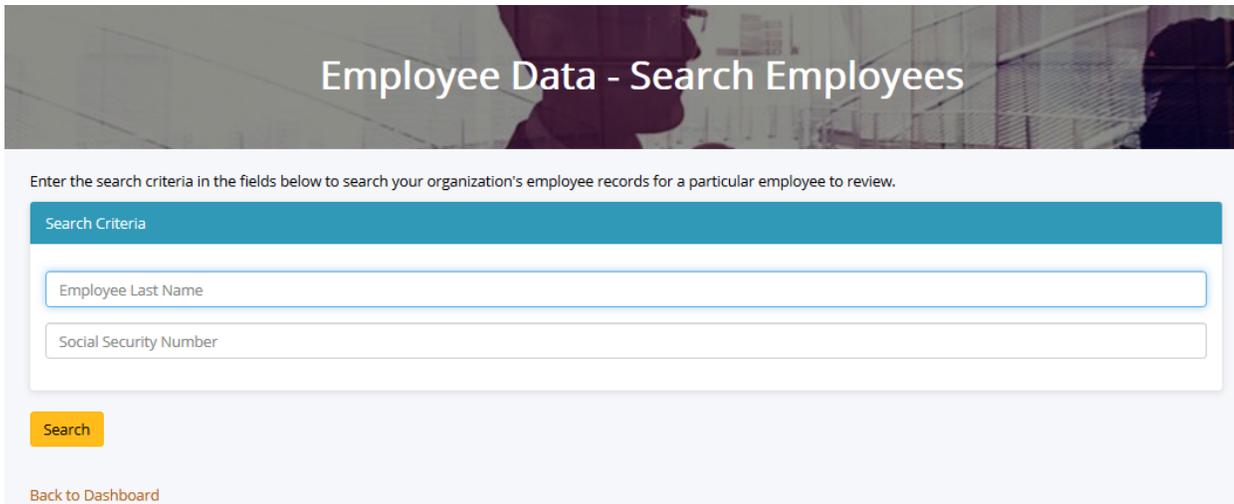
- Employee Data:** 'What data is being provided to verifiers? Search for employees and review the raw data currently on file and process disputes from employees.' Buttons: 'Review Employee Data', 'Review Employee Disputes'.
- Report Customization:** 'Define custom header, footer, and disclaimer texts for your employees' verification reports.' Button: 'Configure Report'.
- Activity and Audit Report:** 'View past verifications and audit activity by time period.' Button: 'Verifications on Your Employees'.
- Review Archived Verifications:** 'Review historical verification reports purchased in earlier versions of CCCVerify.' Button: 'View Archived'.
- Verifications:** 'Request a verification report. (Charges may apply.)' Buttons: 'Request a New Verification', 'Your Past Verifications'.
- Employer Materials:** 'Useful forms and printable materials such as employee instructions in English and Spanish, wallet cards, etc.' Button: 'CCC Documents'.

On the employer dashboard, users will see 6 frames.

- Employee data
- Report customization
- Activity and audit report
- Review archived verifications
- Verifications
- Employer Materials

Under the Employee Data frame there are two options

Review Employee Data shows a screen that allows the user to search for data on employees of their organization. To find these records the user searches with the employee's last name and social security number.



Employee Data - Search Employees

Enter the search criteria in the fields below to search your organization's employee records for a particular employee to review.

Search Criteria

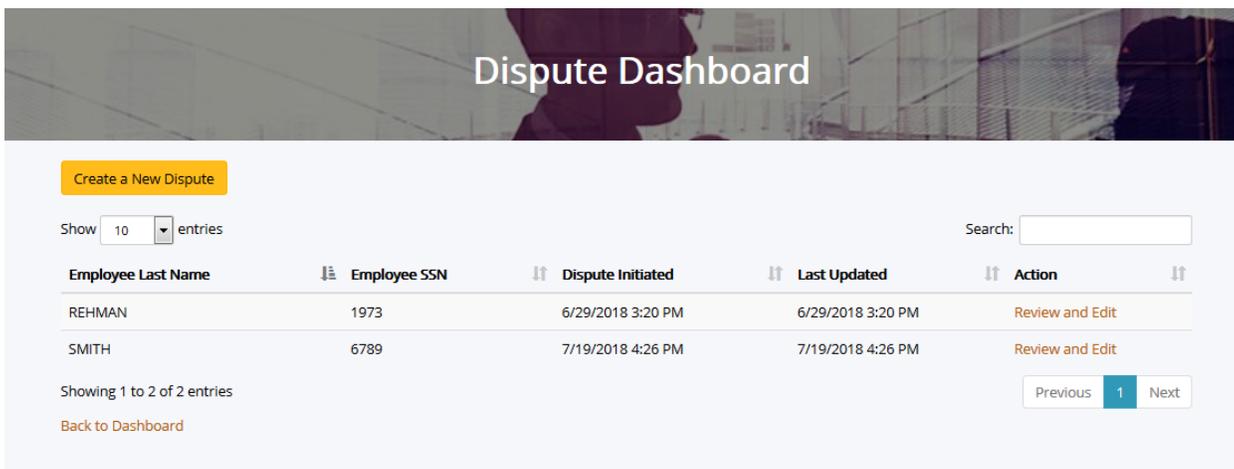
Employee Last Name

Social Security Number

Search

[Back to Dashboard](#)

Review Employee Disputes takes the user to a screen that displays current disputes held by their employees as well as the status of said disputes.



Dispute Dashboard

Create a New Dispute

Show 10 entries Search:

Employee Last Name	Employee SSN	Dispute Initiated	Last Updated	Action
REHMAN	1973	6/29/2018 3:20 PM	6/29/2018 3:20 PM	Review and Edit
SMITH	6789	7/19/2018 4:26 PM	7/19/2018 4:26 PM	Review and Edit

Showing 1 to 2 of 2 entries

[Back to Dashboard](#)

Previous 1 Next

When clicking Review and Edit on a particular dispute the user is brought to the dispute review page below where the employer user can add confidential notes and change dispute statuses.

Review and Edit Dispute

Dispute Details

Employee:	REHMAN, B	Dispute Created:	6/29/2018 3:20 PM
Client:	CCC TEST COMPANY	Last Activity:	6/29/2018 3:20 PM
Status:	<input type="text" value="New"/>	Resolved:	N/A

[Update Status](#)

Add a Message

For security reasons, messages are not visible to employees.

Message (Optional)

[Add Message](#)

Dispute History

6/29/2018 3:20 PM - brianrehman@hotmail.com
Dispute initiated by employee.

[Back to Dispute Dashboard](#)
[Back to Dashboard](#)

Configure Report takes the user to a page where the employer can choose to add custom text/messages to the heading of verifications obtained on their employees.

Customize Verification Report Text

The text that appears on verification reports can be customized with up to 4,000 characters of text. This will display for all verification reports created for your employees.

Report Disclaimer Text

Report Header Text

Report Footer Text

[Save](#)

[Back to Dashboard](#)

Verifications on Your Employees brings users to a screen where employers can view all reports pulled on their employees.

Reports for Your Employees

Show 10 entries Search:

Date Requested (MM/DD/YY)	Last Name	Last 4 SSN	Report Type	Report
6/29/18 03:18 PM	REHMAN	1973	Employee	View
5/3/18 01:50 PM	BELL	5036	Employee	View
5/3/18 01:50 PM	BELL	5036	Employee	View
5/19/18 04:44 PM	SMITH	6789	Governmental Verification	View
5/19/18 04:44 PM	SMITH	6789	Governmental Verification	View
3/5/18 08:42 AM	SMITH	6789	Governmental Verification	View
3/27/18 08:11 PM	SMITH	6789	Employee	View
3/12/18 10:37 AM	SMITH	6789	Verification of Income and Employment	View
3/12/18 01:09 PM	SMITH	6789	Employee	View

Showing 1 to 9 of 9 entries [Previous](#) **1** [Next](#)

[Back to Dashboard](#)

View Archived takes users to a screen where they can search reports from our previous web-based system via report tracking numbers.

View Archived Reports

Enter the Report Reference Number of a verification purchased in the old version of CCC Verify to retrieve a copy of that report.

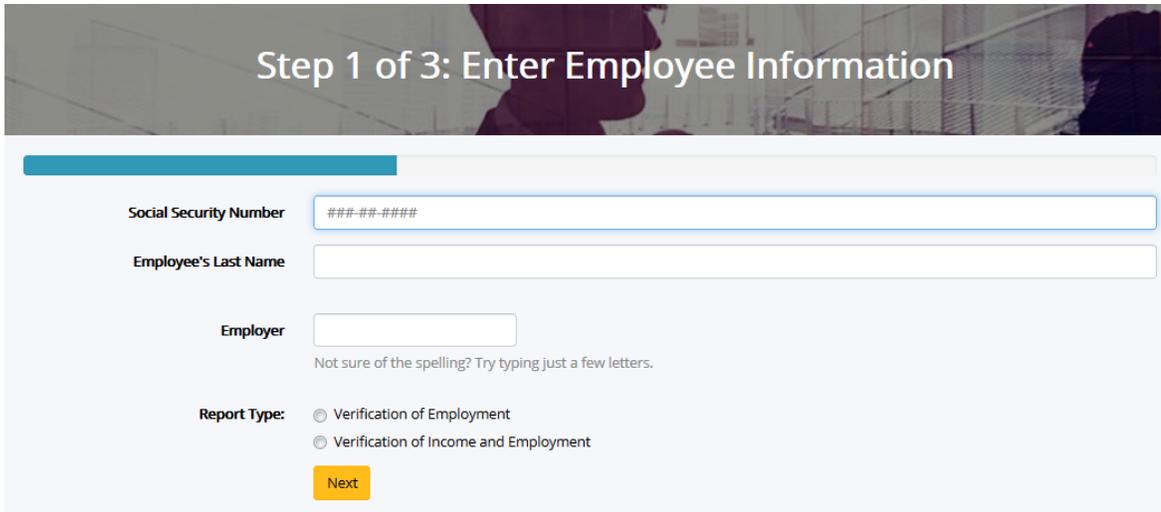
Please Note: Only the user who purchased the report may reprint an archived report. If you previously purchased a report in the old system under a different username, please contact customer service to assist further.

[View Historical Report](#)

[Back to previous page](#)

Under the Verifications tab users have two more options; request a new report and your past verifications

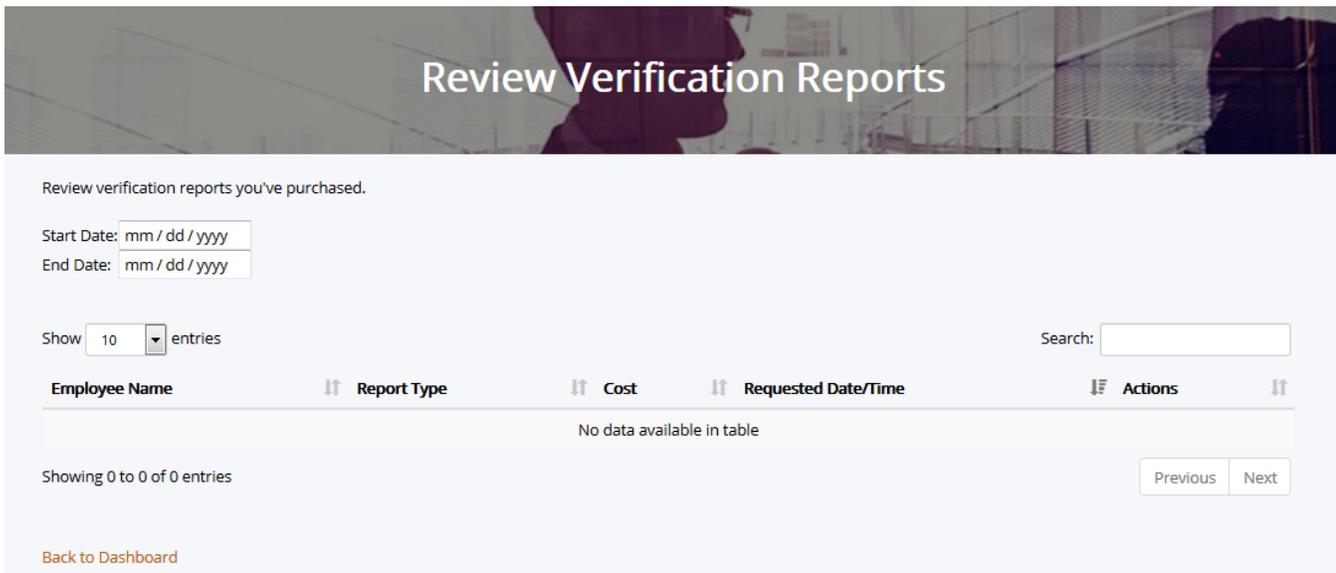
Request a New Verification takes users to a screen to request new verifications. Charges may apply.



The screenshot shows a form titled "Step 1 of 3: Enter Employee Information". It includes the following fields and options:

- Social Security Number:** A text input field with a placeholder "###-##-####".
- Employee's Last Name:** A text input field.
- Employer:** A text input field with a note below it: "Not sure of the spelling? Try typing just a few letters."
- Report Type:** Two radio button options: "Verification of Employment" and "Verification of Income and Employment".
- Next:** A yellow button at the bottom.

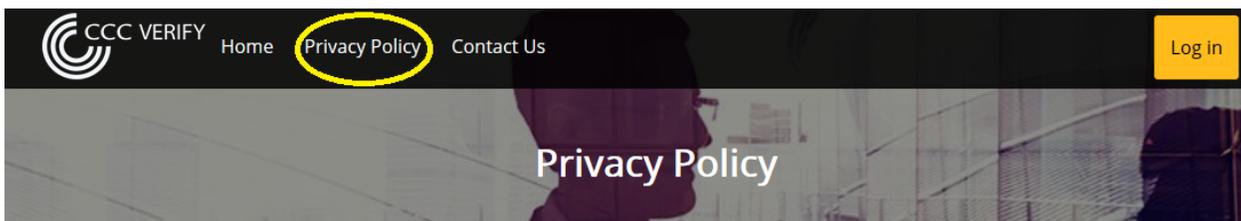
Your Past Verifications takes users to a screen where they can view previously purchased reports.



The screenshot shows the "Review Verification Reports" page. It features a header with the title "Review Verification Reports" and a sub-header "Review verification reports you've purchased." Below this are date filters for "Start Date" and "End Date", both with "mm / dd / yyyy" placeholders. There is a "Show 10 entries" dropdown and a "Search:" input field. A table with columns "Employee Name", "Report Type", "Cost", "Requested Date/Time", and "Actions" is shown, but it contains no data, with the message "No data available in table" centered below it. At the bottom, it says "Showing 0 to 0 of 0 entries" and has "Previous" and "Next" buttons. A "Back to Dashboard" link is at the bottom left.

Privacy Policy

At the top of the screen on our homepage you can find the Privacy Policy tab. Click here to view a detailed summary of our policies and procedures to do with privacy.



The screenshot shows the website header. On the left is the "CCC VERIFY" logo. To its right are navigation links: "Home", "Privacy Policy" (which is circled in yellow), and "Contact Us". On the far right is a yellow "Log in" button. Below the header is a banner with the text "Privacy Policy" overlaid on a background image of two people in hard hats.

Contact Us

CCC Verify contact information can be found on the contact page

CCC VERIFY Home Privacy Policy Contact Us Log in

Contact Us

Customer Support

Phone and Fax

Our Customer Support team is available Monday - Friday, from 9am - 8pm ET.

Toll Free Phone:	(855) 901-3099
Direct Fax:	(614) 495-0225

Send Us a Message

All fields are required.

Name

Phone

E-mail

Message

Send Reset

Mailing Address

**Attn: Verifications
Corporate Cost Control
50 Nashua Road
Londonderry, NH 03053**

