



APPRAISER BACKGROUND SCREENING TRAINING MANUAL

Acxiom: The industry leader and innovator for background checks

Acxiom has been providing the best background screening services available for almost 30 years. Now Acxiom – your trusted partner in protective screening programs – can offer a website for background checks that is specially designed to assist contractors, vendors and business partners to Dwellworks (formerly Valuation Services) in their mission to obtain an appropriate background check.

The Acxiom Website allows consistency in your background screening protocol across the country. It also provides authorized employees and business partners with a user-friendly online application that allows your various field locations to gain ready access to critical background results, helping you in your efforts to ensure that your company is organized and compliant.

A highly scalable and secure solution for your business

The Acxiom Website is based upon Acxiom's extensive knowledge and experience gained from working with companies and institutions of all size and scope that needed an automated background screening process.

The Acxiom Website:

- Provides comprehensive and consistent background checks
- Assists employers in adhering to Fair Credit Reporting Act guidelines
- Electronically disseminates reports to authorized individuals

Reliable and accessible: Making it simple for companies

The Acxiom Website solution uses a completely secure server. The portal can be accessed from remote office locations from any Internet-connected browser through the secure web interface.

The Dwellworks (formerly Valuation Services) Background Check is \$39.00 and includes the following:

TRUSST®

ID Verification (Identity Search and SSN Verification) and Unlimited County Criminal Record Checks searched from the addresses generated through the ID Verification. This search will be the source for misdemeanor and felony information in counties where an individual has lived. The TRUSST will pull a 7-year address history and run an unlimited amount of County Court Jurisdictions in counties of residence including aliases and maiden names.

Sex Offender Registry Check and National Criminal Access Check

Acxiom will search state sex offender registries to uncover an individual's prior conviction record and/or status as a sexual offender. Although there are only 30 states that maintain a separate registry, Acxiom's search includes sexual offender data from 50 states. Additionally, Acxiom's national criminal record database contains more than 500 million criminal record files. Information in this national criminal record file is purchased and compiled from a variety of sources, including local law enforcement, statewide criminal record repositories, states' departments of correction records, state parole and probation records, local public records sources, etc. The national criminal file, therefore, may uncover criminal information in multiple states/jurisdictions where the applicant has had no previous address history.

Appraiser License Verification

All 50 states will be checked to ensure the most accurate certifications are in-place.

Easy and convenient account registration

Setting up an account with Acxiom has never been faster or more convenient. Registration can be completed in 4 easy steps:

- Go to <https://aissreports.acxiom.com/consumer/custom/dwellworks.htm>
(please type into your browser)
- **Enter partner code DWEL1881 and click "I am a New User" button**
- **Provide the requested account information**
- **Choose your personal password**

To help you complete your order, please use the following tutorial.

Enter: <https://aisreports.acxiom.com/consumer/custom/dwellworks.htm> in your browser to access the Acxiom website. You will enter partner code DWEL1881 and click "I am a new user – ENTER"

The screenshot shows the Acxiom login page with the following elements:

- Partner Code*: [input field]
- I have already registered my account:
 - Login: [input field]
 - Password: [input field]
 - Forgot your password? [ENTER]
- I am a New User [ENTER]

Callouts:

- A yellow box on the right contains the text: **Partner Code: DWEL1881**. An arrow points from this box to the Partner Code* input field.
- A yellow box at the bottom right contains the text: **New users enter here**. An arrow points from this box to the "I am a New User" button.

When entering in your account set-up information, note that required fields are marked with an asterisk. When choosing a login and password, it must be at least 6 characters and contain at least one letter and number. Passwords must be 6-8 characters and can't match the login. Also, password must contain at least one letter and one number and may not have repeating characters. You will not be transferred until the password is accepted.

The screenshot shows the account setup page with the following fields:

- Business Name*: Bob's Notary Service
- Contact Name*: Bob Jones
- Address 1*: 1234 Stanley Street
- Address 2:
- City*: Akron
- State*: OH Zip*: 44221
- Company ID*: Bob's Notary
- Phone*: 3307776654 (no dashes: #####)
- Fax*: 3308889876 (no dashes: #####)
- Email*: bobnotary@fastnotary.com
- Re-enter Email*: bobnotary@fastnotary.com

How would you like to receive your final reports?* Email Fax **Must be a dedicated fax number

Please choose a login and password below

Login must be at least 6 characters and must contain at least one letter and one number (ex: myname25)

Login: bob785

Passwords must be 6-10 characters in length and may not match your login, your login spelled backward, or the word 'password.' They must contain at least one letter and one number and may not have repeating characters. You may not reuse any of your 10 previous passwords. (ex: newpas7)

Password: [masked]

Confirm: [masked]

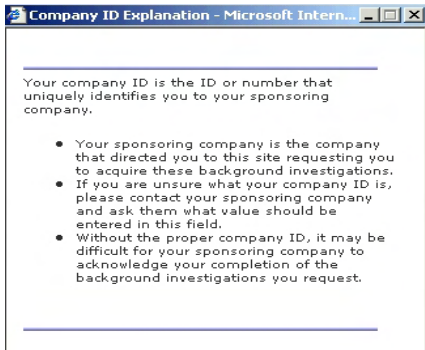
[SUBMIT]

* required field

Callouts:

- A yellow box on the right contains the text: **For Company ID, re-enter your company name.** An arrow points from this box to the Company ID* field.
- A yellow box on the right contains the text: **Please note: this is how you want the final report to be sent, either via email or fax. You will send it to Dwellworks after you review.** An arrow points from this box to the "How would you like to receive your final reports?" section.

When prompted for a “Company ID” re-enter your business name. This will uniquely identify your account to Dwellworks.

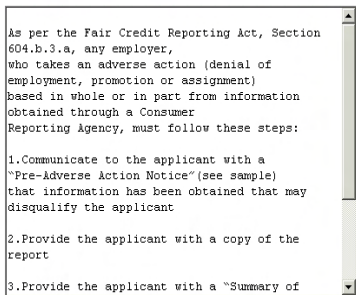


**Company ID:
Please re-enter your
company name**

Next, please accept Liability/Adverse Action Procedures by clicking the top bullet of each agreement:



ADVERSE action processing



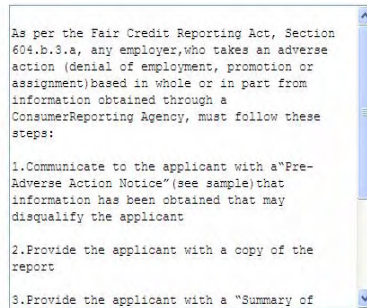
[Pre-Adverse Action Letter - Click Here](#)
[Adverse Action Letter - Click Here](#)
 I have read and understand the adverse action processing procedure. I agree to follow this process on any action I may decide to take as a result of the background investigation(s) requested.
 I do not agree to comply with the adverse action process.

SENDIT

Please note: If you wish to file a dispute against any information contained in your report, call the Acxiom Compliance Applicant dispute line: **800-853-3228, option 3.**



ADVERSE action processing



[Pre-Adverse Action Letter - Click Here](#)
[Adverse Action Letter - Click Here](#)
[Summary of Rights - Click Here](#)

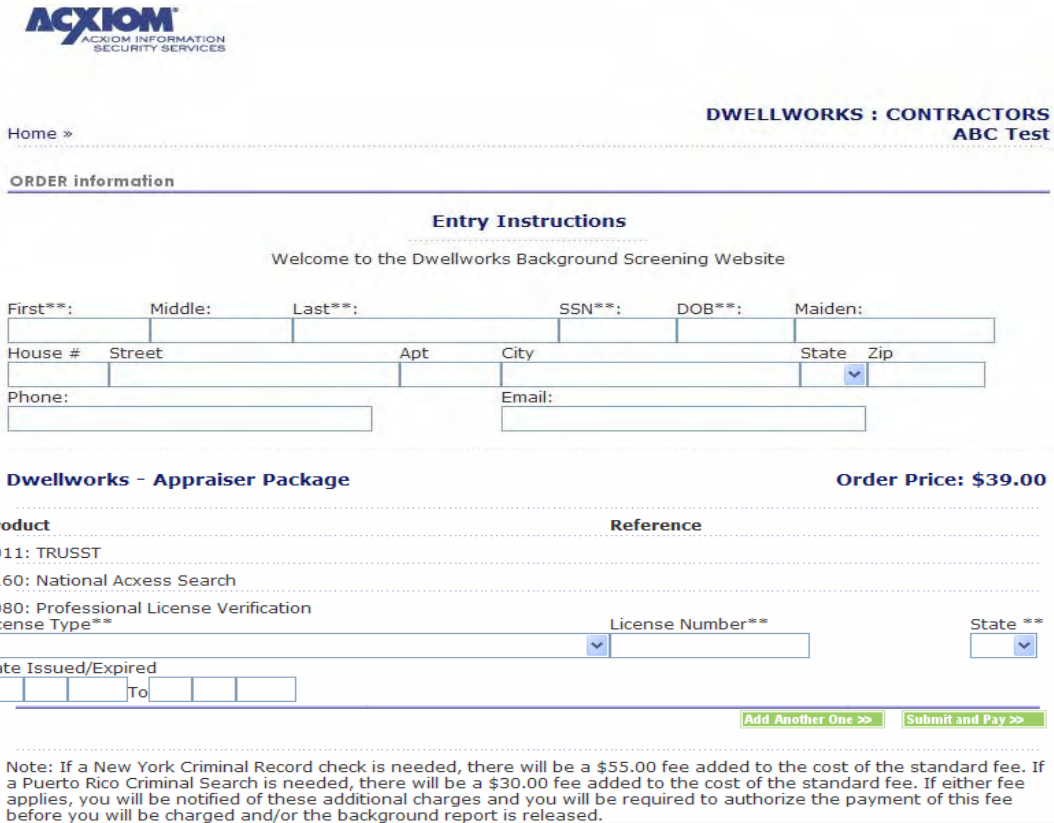
I have read and understand the adverse action processing procedure. I agree to follow this process on any action I may decide to take as a result of the background investigation(s) requested.
 I do not agree to comply with the adverse action process.

SENDIT

Next, you will be transferred to the main page. To begin the ordering process, click “**Order a Background Report.**”

The screenshot shows the Acxiom user interface. At the top left is the Acxiom logo with the text 'ACXIOM INFORMATION SECURITY SERVICES'. Below the logo are links for 'Update my profile »' and 'Sample Release »'. On the right side, the account name 'DWELLWORKS : CONTRACTORS ABC Test' is displayed. A horizontal line separates the header from the table. Below the line, the text 'BACKGROUNDS requested' is on the left, and 'Order a Background Report »' is on the right. An arrow points from the text 'Order a Background Report' in the instruction above to this link. Below the line is a table with the following headers: 'Name', 'Address', 'Entered On', and 'Paid'. Below the table, a message reads: '** No employees or sub-contractors on file for your Account ** Click on the 'Order a background report' link above to request backgrounds'.

Next, select the package. The required Dwellworks Background Search has already been loaded and is the only option to select. The search includes TRUSST, SSN Trace, National Criminal search, Sex Offender Registry, Terrorist Watchlist search and a verification of the Appraiser license.



The screenshot shows the 'Dwellworks : CONTRACTORS ABC Test' interface. It includes a navigation bar with 'Home »', an 'ORDER information' section, and a 'Dwellworks - Appraiser Package' section with an 'Order Price: \$39.00'. The 'Entry Instructions' section contains a form for personal and contact information, including fields for First, Middle, Last, SSN, DOB, Maiden, House #, Street, Apt, City, State, Zip, Phone, and Email. Below the form is a table listing three packages: 5011: TRUSST, 1160: National Access Search, and 5080: Professional License Verification. The 5080 package includes fields for License Type, License Number, State, and Date Issued/Expired. At the bottom, there are buttons for 'Add Another One >>' and 'Submit and Pay >>', along with a note about additional fees for New York or Puerto Rico residents.

Note Dwellworks has negotiated a national fee of \$39 for a background check; however, if you live in New York or Puerto Rico, there may be an additional fee. Although this fee must be agreed to by the Appraiser to process the transaction and charged to the Appraiser's credit card, Dwellworks will reimburse the Appraiser this extra fee to.

After you have entered in your information, you will be transferred to the Confirmation Report Screen. Double check the information listed to be sure that everything is accurate. To make adjustments, click “Back to Order.” After verifying information, click “Submit.” At this point, your total will be calculated for checkout.



ACXIOM
ACXIOM INFORMATION
SECURITY SERVICES

Confirmation Report [Back to Order](#) [Home](#)
Sample Release »

Request ID: 5320288 Order Price: \$39.00

Applicant: eging , randy **SSN:** 123456789 **DOB:** 11/11/1999

Requested Services

1) 9719 5011: TRUSST

2) 9719 1160: National Access Search

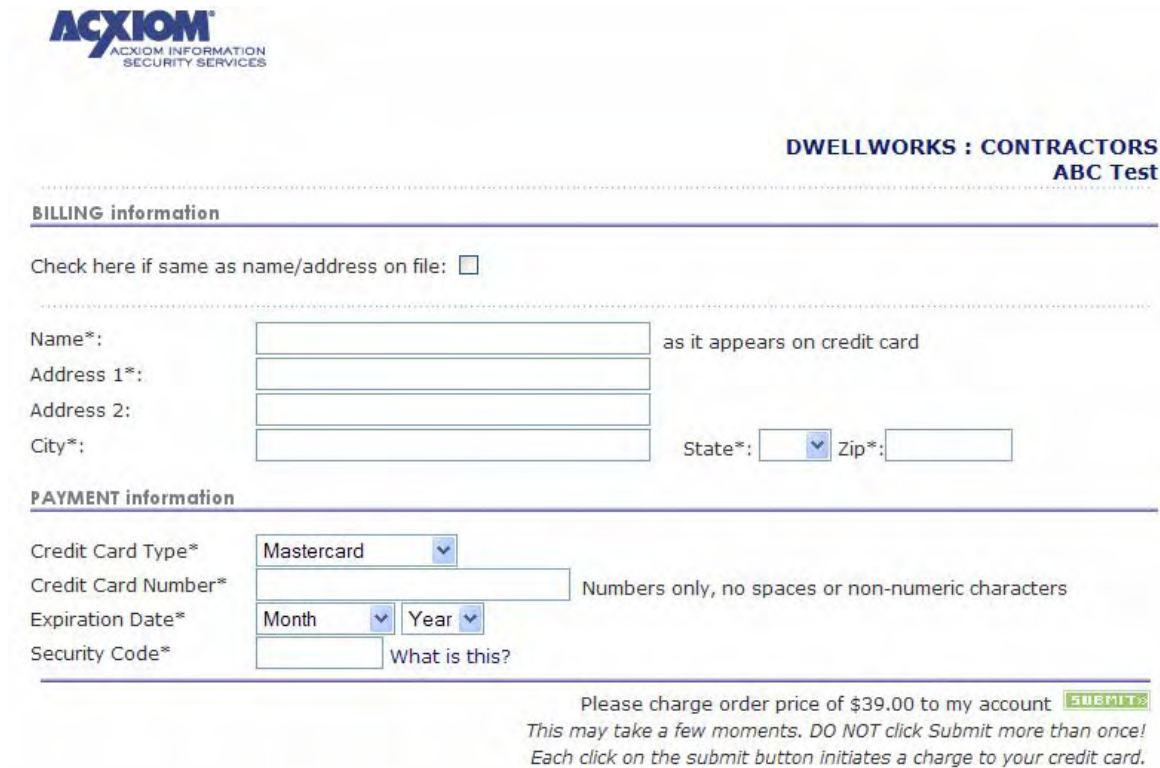
3) 9719 5080: Professional License Verification OH, abc123

	Order Total:	\$39.00
	Additional Fees:	\$0.00
	Order Total:	\$39.00

WE SUGGEST YOU PRINT THIS SCREEN FOR YOUR RECORDS.

Information in red means you have incorrectly entered information. Please double check the birth date, as it is essential to finish the report. The next screen will prompt for credit card information. Please fill in and click “Submit.”

Utilize the billing screen to process your payment:



ACXION
ACXION INFORMATION
SECURITY SERVICES

**DWELLWORKS : CONTRACTORS
ABC Test**

BILLING information

Check here if same as name/address on file:

Name*: as it appears on credit card
Address 1*:
Address 2:
City*: State*: Zip*:

PAYMENT information

Credit Card Type*:
Credit Card Number*: Numbers only, no spaces or non-numeric characters
Expiration Date*:
Security Code*: What is this?

Please charge order price of \$39.00 to my account

*This may take a few moments. DO NOT click Submit more than once!
Each click on the submit button initiates a charge to your credit card.*

Final confirmation will follow after payment has been processed.



Thank You.
Your order has been approved

Do NOT use your browser's back button , please click on the button below

Note, you will receive your report directly from Acxiom within a few days

If you wish to check on the status of a report, contact: Acxiom customer service department: **800.853.3228 option 2.**

*You can manage your account and order background checks at your discretion. Feel free to share the partner code and tutorial with others that need a background report for Dwellworks. For more information about Acxiom's pre-employment screening, drug testing, verifications and full service screening packages, please contact Randy Eging 216-615-7615.