



# Identity and background checks

Automate background and right to work checks for candidates and employees



# Overview

Ciphr's identity and background checking solution integrates seamlessly with third-party solutions from Experian and TrustID to make it quick and easy for HR and recruitment teams to conduct appropriate pre- and post-employment checks – and store the results securely.

Integrate Ciphr with our trusted partners  
- Experian and TrustID - to automate  
essential employment checks.

## Key features

- ✓ Our HR and recruitment systems integrate with services from two trusted providers:
  - ✓ TrustID, providers of digital right to work checks
  - ✓ Experian, providers of pre- and post-employment background checks, such as criminal record checks
- ✓ Checks for existing employees can be set to recur automatically
- ✓ Highly configurable: you decide which checks are carried out for which candidates or vacancies, and at which stage of the hiring process – can be used early in your recruitment process to filter out unsuitable applicants
- ✓ Automatically initiates checks as specified, inviting applicants to supply the relevant information via TrustID's and Experian's online portals. HR users may have to manually input additional information for certain checks
- ✓ Results and reports are imported back into our recruitment and/or HR software and recorded against each person's record
- ✓ View checks' status in the dashboard: checks required, checks in progress, and check history
- ✓ Generates interim reports for more complex checks that take longer to complete
- ✓ Able to process checks in bulk or individually



## Benefits

### Improve efficiency and compliance for HR and recruitment teams

- ✔ Automated workflows ensure checks are carried out consistently and at the right time for all applicants and existing employees
- ✔ Creates a full electronic, secure, and auditable history of checks that have been requested and completed
- ✔ Building background checks into the early stages of your hiring process helps to prevent delays to onboarding further down the line
- ✔ Helps you to ensure your organisation remains compliant with regulations by ensuring your people are checked regularly
- ✔ Reduces the amount of time HR and recruitment teams spend on manually requesting checks and re-entering information that's already stored in Ciph'r's solutions
- ✔ Applicant data doesn't have to be re-keyed from one system to another, improving data accuracy
- ✔ Can be configured to cancel checks automatically – for example, if an applicant fails a first-round check, if they withdraw from the application process, or if they fail to show for an interview
- ✔ Detailed analysis and reporting on data and workflow performance
- ✔ Checks can be assigned to different user roles in your organisation; for example, an HR manager could be assigned to carry out a background check, while a recruiter is tasked with completing a candidate's right to work check

### Deliver a great experience to your candidates and employees

- Helps you deliver slick, efficient people processes that candidates and employees expect from your organisation
- Enables you to filter out unsuitable candidates before their application progresses too far
- Individuals can complete checks from their mobile devices – they can be completed anytime, anywhere that suits them
- Information gained through TrustID and Experian's services are stored in Ciphhr, so individuals don't have to supply the same information twice

### Ciphhr Connect and TrustID: automating right to work checks

Employers must use an approved digital identity document verification technology (IDVT) service provider to digitally check candidates' documents as proof of their right to work in the UK. Remote checks – such as those conducted over Zoom – are no longer permitted.

Ciphhr's integration with TrustID makes it quick and easy for employers to request right to work checks via TrustID's service, and store the results securely in our HR solution.

1. HR administrator logs into Ciphhr's identity and background checking module and 'orders' a new check for a candidate, specifying the check provider (ie TrustID) and type of check that's required (ie right to work check). The candidate's information and contact details are pulled through from our recruitment software automatically. Press 'save' and the check request is sent to TrustID
2. The candidate receives a branded email from TrustID, inviting them to complete the digital right-to-work check. The candidate can click the link or access the guestlink (form) via a QR code
3. TrustID's site walks the candidate through the process of submitting their documents and a live selfie using their mobile phone's camera. You can configure the service to require other documents – such as proof of address – to be submitted
4. The HR administrator can immediately see the check's report within Ciphhr's identity and background checking module, and review and assess the results of the check
5. If the candidate has passed the check, they will be progressed to the next stage of the application process in our ATS. If they have failed the check, the recruitment system can automatically contact them with the outcome of the check

### Why choose Ciphr and TrustID

Working together, Ciphr and TrustID makes compliance simpler for organisations of all sizes – whether you are checking ID documents for a few candidates or hundreds of new starters. TrustID's services help you to meet the medium level of confidence according to The Good Practice Guide 45 (GPG 45) when making digital right to work checks.

Integrating right to work checks with our applicant tracking system (ATS), and central HR software, ensures that checks will always be carried out at the right stage of your hiring process, and that the results are securely stored in compliance with the GDPR.

### Ciphr and Experian: automating background checks

Ciphr's integration with leading background checking provider, Experian, makes it simpler to carry out pre-employment checks and regular checks for existing employees – which can even be scheduled to run automatically. Carrying out thorough checks on your staff not only ensures compliance with relevant legislation – it also helps to protect your organisation from financial and reputational harm.

### Why carry out background checks?

- Protect your organisation from fraud and reputational damage
- Save money: each new hire costs between £8,000-£12,000 to recruit and onboard, according to CIPD research. Fraud and/or fines could be costly
- Validate that candidates' qualifications are genuine
- Post-employment checks might be needed if an existing employee changes roles, or may need to be scheduled periodically in highly regulated industries such as financial services, the legal sector, and care sector

### How it works (candidate workflow)

1. HR/recruitment administrator assigns pre-employment checks to a vacancy in the recruitment platform, and the stage at which checks should be carried out
2. Candidate submits application
3. At the appropriate stage, the background check process is triggered automatically
4. A new check request is generated in Ciphr's identity and background checking module



## Identity and background checks

### Why choose Ciphr and Experian

- Experian is a recognised and trusted provider of background checking services giving your people confidence that their data is secure
- Users receive free access to help and support from Experian
- Candidates and employees can access a self-service portal where they can add additional information, provide supporting documentation, and check the progress of any checks
- Mobile optimised so candidates and employees can complete information from a smartphone or tablet as well as a desktop or laptop
- Experian can provide a range of checks through its integration with Ciphr, including:
  - Identity checks
  - Adverse financial checks
  - Criminal record checks
  - Reference checks
  - Validation checks

