



Truv Admin and User Guide

How to use Truv on TazWorks

Instantly verify employment history for US employees
from within the TazWorks platform

About Truv for TazWorks customers

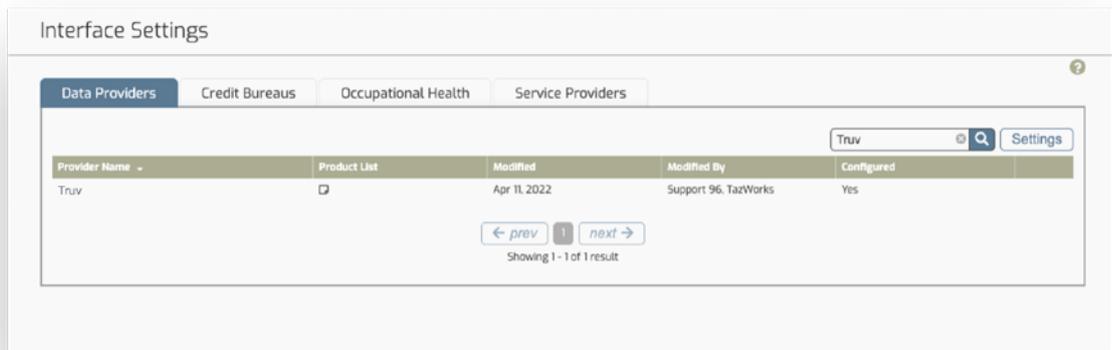
Truv helps CRAs and processors submit employment history verification requests for applicants. Now integrated with TazWorks, mutual customers can use Truv's verification workflow directly in TazWorks to complete employment history verification requests.

How to set up Truv on TazWorks for admins

Step 1

Navigate to **Admin**, then **Vendors**, and **Manage Interface Settings**. Then enter the Truv credentials under the **Data Providers** tab.

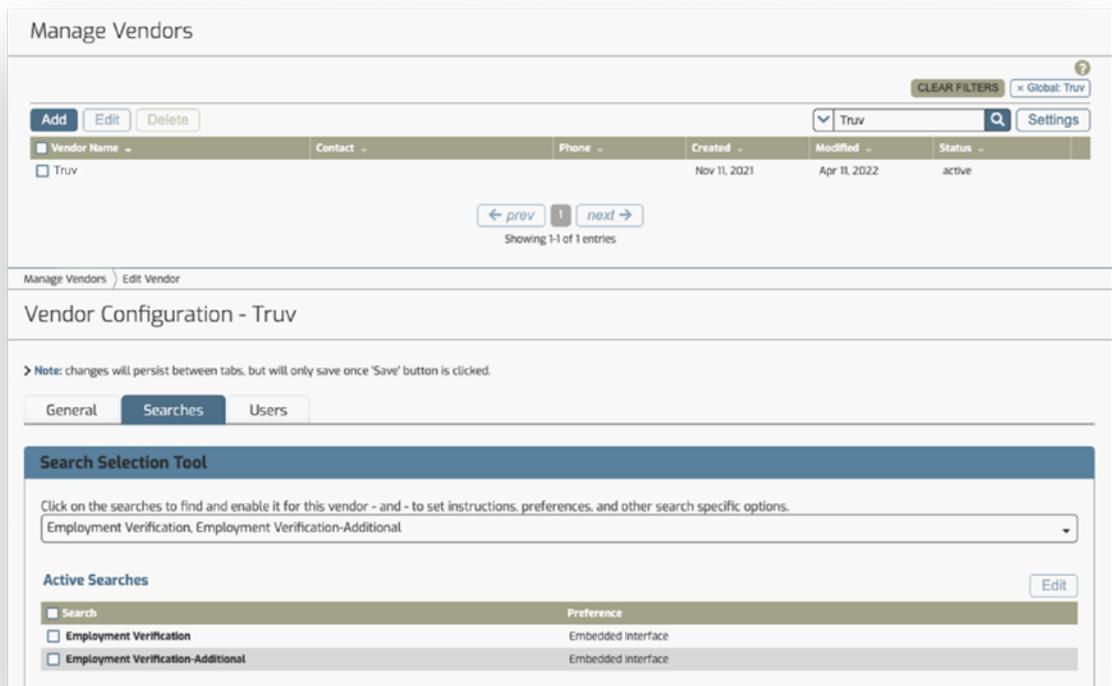
Make sure the vendor is enabled on the back end with support.



Step 2

Navigate to **Admin**, then **Vendors**, and **Manage Vendors**.

1. Add a new vendor and enter the basic vendor information. Click **Save**.
2. Click on the **Searches** tab at top, then select all searches that apply to the vendor.
3. Go into each search and choose **Embedded Interface**. Select Truv from the **Data Provider** dropdown, then press **Save**.



Step 3

Navigate to **Admin**, then **Vendors**, and then **Manage Vendor Routing**. Choose **Employment Verification**, click **Add** and then **Save**.

Vendor Routing

On a Search level, set up your Jurisdiction and Vendor Routing.

| Name | Type |
|------------------------------------|----------|
| Assumed Name Records Search | County |
| Bankruptcy Filings Search | Federal |
| County Civil Records Search | County |
| County Criminal Records Search | County |
| Credentials Custom | Priority |
| Credit Custom | Priority |
| Education Verification | Priority |
| Employment Verification | Priority |
| Employment Verification-Additional | Priority |
| Federal Civil Records Search | Federal |

Edit Vendor Route [X]

Jurisdiction: **All Countries - All Jurisdictions**

Vendors *

Truv [v]

Priority

1 [v]

Cost Accounting Purposes Only

Search Cost

\$ [input]

Access Fee

\$ [input]

[Close] [Save]

Step 4

Success! You can start placing verification orders!

Employment Verification

[Results](#) [View](#) [Print Report](#) [Preview](#) [Print Search](#) Request Verification ▾

Dispatching / Processing Information

Truv (Embedded Interface) (1) Dispatch ⓘ

[Add Contact](#)

Vendor Instructions:

Search Scope:

Order Information

| | | | |
|--------------------|-------------|------------------|---|
| SSN: | 123-45-6789 | DOB: | - |
| Email: | - | Phone: | - |
| Emp. Jurisdiction: | - | Proposed Salary: | - |
| Order Notes: | | | |

| | | | |
|-------------|---|-------------|------------|
| FILE NUMBER | 25983 | REPORT DATE | - |
| REPORT TO | Taybiz Co (Background Information Services Inc) | APPLICANT | TEST, TEST |

Employment Verification

RESPONSE RECEIVED No Yes Pending Not Performed

| | | | |
|-----------------|-----------------------------|----------------|-------------------------|
| NAME | TEST, TEST | SEARCH DATE | 04-15-2022 12:18 PM MDT |
| EMPLOYER NAME | TEST | VERIFIED NAME | |
| SUPERVISOR | | HOW VERIFIED | |
| EMPLOYER STREET | 123 MAIN ST S | DATE VERIFIED | |
| EMPLOYER CITY | PLEASANT GROVE | VERIFIED BY | |
| EMPLOYER STATE | UT | VERIFIER TITLE | |
| EMPLOYER ZIP | 84062 | | |
| EMPLOYER PHONE | 8 | | |
| EMPLOYER FAX | | | |
| EMPLOYER EMAIL | DANIEL.LYM@MERIDIANLINK.COM | | |

| SUBJECT-PROVIDED INFORMATION | | → | EMPLOYER-PROVIDED INFORMATION | |
|------------------------------|---|---|--|--|
| EMPLOYER TYPE | <input checked="" type="radio"/> Current <input type="radio"/> Previous | → | <input type="radio"/> Current <input type="radio"/> Previous | |
| POSITION | | → | | |
| HIRE DATE | | → | | |
| END DATE | Current | → | | |
| TYPE/STATUS | | → | | |
| REASON FOR LEAVING | | → | | |

WARNING: Search Pending.

PENDING NOTES ⓘ

RESEARCHER NOTES ⓘ

INTERNAL NOTES

04-15-2022 12:18 PM MDT Error received

04-15-2022 12:18 PM MDT TazWorks Support 96: Dispatched to Truv

04-15-2022 12:18 PM MDT: User TazWorks Support 96 submitted Yes for 'May We Contact' for current employer TEST.

04-15-2022 12:18 PM MDT: Search Created By TazWorks Support 96

[Add Internal Notes](#)

Status: New Dispatched ▾ Flag Search

Completing verifications on TazWorks in 6 easy steps

- Step 1** Log into Tazworks, go to **Order**, then **New Order**, and select **Client** and **Product**.
- Step 2** Check **Employment Verification**, then click **Next** to proceed with order submission.
- Step 3** Complete all required fields. Including an applicant's email and phone number to result in higher conversions.
Please acquire applicant consent prior to inputting email and phone number.
- Step 4** Fill in the applicant's current address and zip code, then click **Next**.
- Step 5** Mark the employment status of the applicant and complete the employer details. Set **May We Contact This Employer?** to **No**, then click **Next** to proceed to order submission.
- Step 6** Click on **Complete Order. Success!** The applicant receives an email and SMS (when there is an associated phone number) to complete the verification using the Truv widget.

The screenshot displays the TazWorks 'Order Summary' page. The header includes the TazWorks logo, navigation menus for Order, Workspace (7388), Admin, and Utilities, and a search bar for Client Name. The main content area shows the following details:

- Order Summary:** Data Provider Client - Data Provider Product, Order Entry step 4 of 4.
- Applicant:** DARSHANA TENNETI (123-45-6789)
- Current Address:** 304 S JONES BLVD, LAS VEGAS, NV 89107
- Employment Verification:** TRUV
- Order Entry Notes:** A large empty text area for notes.

At the bottom of the page, there are buttons for 'Save Draft', 'Cancel', 'Complete Order & Next', and 'Complete Order'. The 'Complete Order' button is highlighted with a red border.

© 2001-2021 - This Software Copyrighted - All Rights Reserved.

How to view the status of your verification request

After the applicant completes the verification, go to **Workspace**, then **Vendor summary**, then search **Truv**. Click the link under the **Vendor** column. Find results under the Employer-provided information section.

Orders must be in **Pending Review** status to be retrieved. Find verification data under **Employer-Provided Information**. If the applicant successfully completed using the Truv widget, the **New Dispatched Order** state switches to **Pending Review**.

Order 8 Workspace 7390 Admin Utilities Client Name

SSN: 123-45-6789
Email: DARSHANASHETTY@GMAIL.COM
Emp. Jurisdiction: -
Order Notes: -

DOB: -
Phone: 19728904391
Proposed Salary: -

FILE NUMBER: 25674
REPORT TO: Data Provider Client (DPC)
REPORT DATE: -
APPLICANT: TENNETI, DARSHANA

Employment Verification

RESPONSE RECEIVED
 No Yes Pending Not Performed

NAME: TENNETI, DARSHANA
EMPLOYER NAME: TRUV
SUPERVISOR:
EMPLOYER STREET:
EMPLOYER CITY:
EMPLOYER STATE:
EMPLOYER ZIP:
EMPLOYER PHONE: 1234567890
EMPLOYER FAX:
EMPLOYER EMAIL:
SEARCH DATE: 12-20-2021 11:10 AM MST
HOW VERIFIED: Payroll data
DATE VERIFIED: 2021-12-20
VERIFIED BY: TRUV
VERIFIER TITLE:
+ Source XML

SUBJECT-PROVIDED INFORMATION
EMPLOYER TYPE: Current Previous
POSITION:
HIRE DATE:
END DATE: Current
WAGE/SALARY:
TYPE/STATUS:
REASON FOR LEAVING: N/A

EMPLOYER-PROVIDED INFORMATION
EMPLOYER TYPE: Current Previous
POSITION: PR associate
HIRE DATE: 2018-10-13
END DATE: Current
WAGE/SALARY:
TYPE/STATUS: Full-time

PENDING NOTES

RESEARCHER NOTES

INTERNAL NOTES
12-20-2021 11:10 AM MST Report received from Vendor: TRUV (RecordsFound)
12-20-2021 11:10 AM MST Report Response: Vendor 'TRUV' configured to go to 'pending review' when request is successfully completed. Search status was set to 'Pending Review'.
12-20-2021 10:55 AM MST Receipt Id received from Vendor: TRUV (366f1986-53745)
12-20-2021 10:55 AM MST User Ilya Chatsvorkin: Dispatched to TRUV
12-20-2021 10:55 AM MST User Ilya Chatsvorkin submitted Yes for 'May We Contact' for current employer TRUV
12-20-2021 10:55 AM MST Search Created By Ilya Chatsvorkin

+ Add Internal Notes

Status: Pending Flag Search

How to view or download the results of your Truv verification

After the applicant has completed the verification, results can be viewed or download as a PDF. Navigate to **Workspace, Vendor summary**, then **Truv**. Search for the desired application, click on the applicant name, then **Results**. Click **View** or **Print** to download as PDF.

The screenshot shows a web application interface for Truv verification. The top navigation bar includes 'Order', 'Reports', 'Admin', and 'Utilities' menus, along with a search bar containing 'Last Name'. Below the navigation, there are buttons for 'View', 'Print', 'Add to Order', and 'Co-Applicants'. The main content area is divided into three sections: 'Order Details', 'Applicant Information', and 'Search Results'. The 'Order Details' section shows a status of 'Complete' and various dates and contact information. The 'Applicant Information' section lists the applicant's name, email, address, SSN/DOB, and phone number. The 'Search Results' section displays a table with two rows: 'Employment Verification' and 'VENMO', both with a status of 'Complete'.

| Search | Status |
|-------------------------|----------|
| Employment Verification | Complete |
| VENMO | Complete |

Managing order expirations and missing emails

Expired Orders

Expired orders have a **Status** of **Pending Review**.

Missing Email in application

If an order is submitted without the applicant's email, then you'll see a Status of **"ERROR"** and Name as **EMAIL, MISSING** once the Vendor is selected as **Truv** under the Workplace tab, then **Vendor Summary**. When you click on **EMAIL, MISSING**, you'll see the Error message as a Warning.

The screenshot shows the TazWorks application interface. At the top, there is a navigation bar with the TazWorks logo, a search bar for 'Client Name', and several menu items: Order (8), Workspace (7390), Admin, and Utilities. Below the navigation bar, there is a 'NEEDHELP' button.

A red warning message is displayed: **WARNING: An Error occurred.** Below it, a 'Vendor Error Message' is shown: **BackgroundSearchPackage: SearchData: PersonalData: AlternativIdentifiers: EmailAddress: This field is required.; Error Code = 5**. The message is titled 'Employment Verification'.

Below the warning, there are several buttons: Results, View, Print Report, Preview, Print Search, and a 'Request Verification' dropdown menu.

The main content area is divided into sections:

- Dispatching / Processing Information:** Includes a dropdown menu for 'Citadel (Embedded Interface) (1)' and a 'Dispatch' checkbox.
- Order Information:** A table with the following data:

| | | | |
|--------------------|-------------|------------------|---|
| SSN: | 111-11-1111 | DOB: | - |
| Email: | - | Phone: | - |
| Emp. Jurisdiction: | - | Proposed Salary: | - |
| Order Notes: | | | |
- FILE NUMBER:** 25597
- REPORT TO:** Data Provider Client (DPC)
- REPORT DATE:** -
- APPLICANT:** MISSING, EMAIL

Below this, there is a section for 'Employment Verification' with radio buttons for 'No', 'Yes', 'Pending' (selected), and 'Not Performed'.

The 'RESPONSE RECEIVED' section contains a form with the following fields:

- NAME: MISSING, EMAIL
- EMPLOYER NAME: SOME
- SUPERVISOR: [Empty]
- EMPLOYER STREET: [Empty]
- EMPLOYER CITY: [Empty]
- EMPLOYER STATE: [Empty]
- EMPLOYER ZIP: [Empty]
- EMPLOYER PHONE: 222222222
- EMPLOYER FAX: [Empty]
- EMPLOYER EMAIL: [Empty]

On the right side of the form, there are fields for:

- SEARCH DATE: 12-02-2021 11:22 AM MST
- HOW VERIFIED: [Empty]
- DATE VERIFIED: [Empty]
- VERIFIED BY: [Empty]
- VERIFIER TITLE: [Empty]