



**Truv Admin and User Guide**

# How to use Truv on TazWorks

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

Need help? Email [support@truv.com](mailto:support@truv.com)

# About Truv for TazWorks customers

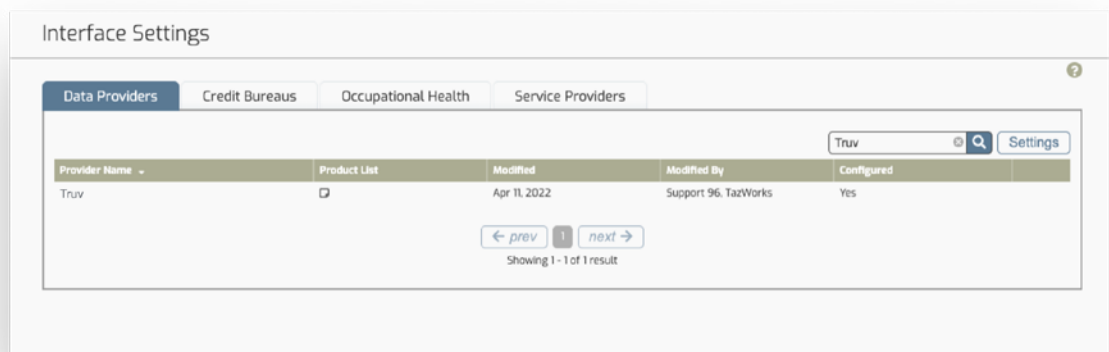
Truv helps CRAs and processors submit employment history verification requests for applicants. Now integrated with TazWorks, mutual customers can use Truv's verification workflow directly in TazWorks to complete employment history verification requests.

## 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.



Interface Settings

Data Providers | Credit Bureaus | Occupational Health | Service Providers

Truv [Settings]

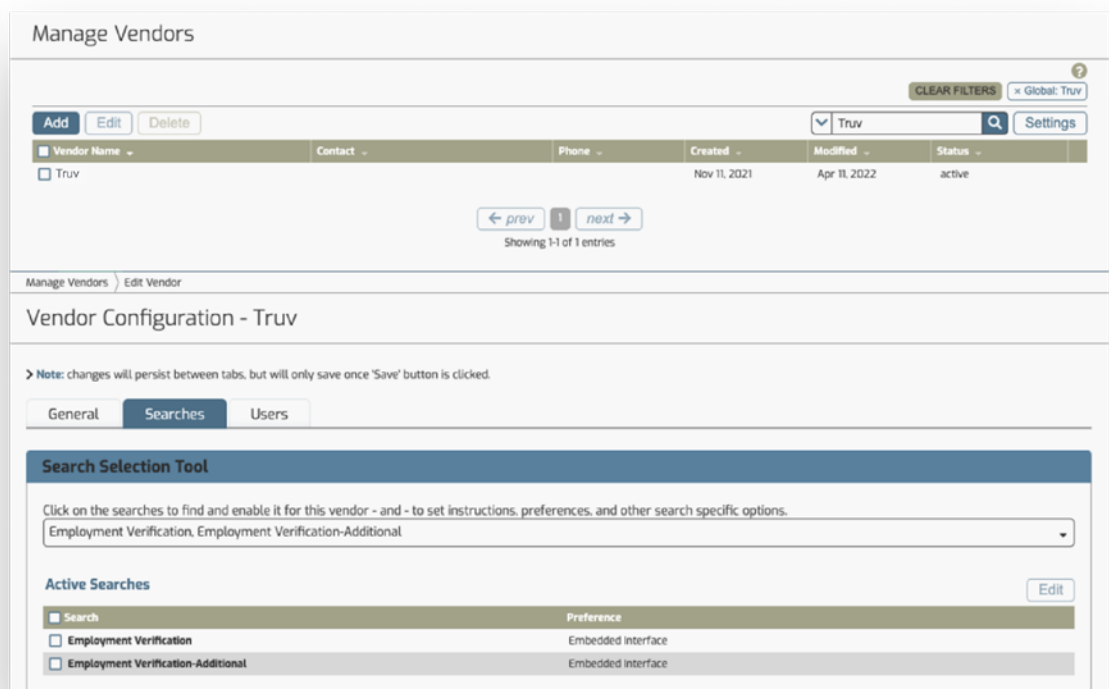
Provider Name	Product List	Modified	Modified By	Configured
Truv	<input checked="" type="checkbox"/>	Apr 11, 2022	Support 96, TazWorks	Yes

Showing 1 - 1 of 1 result

### 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**.



Manage Vendors

Vendor Configuration - Truv

> Note: changes will persist between tabs, but will only save once 'Save' button is clicked.

General | **Searches** | Users

Search Selection Tool

Click on the searches to find and enable it for this vendor - and - to set instructions, preferences, and other search specific options.

Employment Verification, Employment Verification-Additional

Active Searches

Search	Preference
<input checked="" type="checkbox"/> Employment Verification	Embedded interface
<input checked="" type="checkbox"/> Employment Verification-Additional	Embedded interface

### 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

×

Jurisdiction: **All Countries - All Jurisdictions**

Vendors \*

Truv ▾

Priority

1 ▾

**Cost Accounting Purposes Only**

Search Cost

\$

Access Fee

\$

Close

Save

## Step 4

Success! You can start placing verification orders!

**Employment Verification**

ResultsViewPrint ReportPreviewPrint Search

Request Verification

**Dispatching / Processing Information**

Truv (Embedded Interface) (1)

Dispatch

Add Contact

Vendor Instructions:Search Scope:

**Order Information**

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

FILE NUMBER25983REPORT DATE-  
REPORT TOTaybiz Co (Background Information Services Inc)APPLICANTTEST, TEST

Employment Verification

RESPONSE RECEIVED  
☐ No ☐ Yes ☒ Pending ☐ Not Performed

NAMETEST, TESTSEARCH DATE04-15-2022 12:18 PM MDT  
EMPLOYER NAMETESTVERIFIED NAME  
SUPERVISORHOW VERIFIED  
EMPLOYER STREET123 MAIN ST SDATE VERIFIED  
EMPLOYER CITYPLEASANT GROVEVERIFIED BY  
EMPLOYER STATEJIVERIFIER TITLE  
EMPLOYER ZIP84062  
EMPLOYER PHONE3  
EMPLOYER FAX  
EMPLOYER E-MAILDANIEL.LYM@MERIDIANLINK.COM

**SUBJECT-PROVIDED INFORMATION****EMPLOYER-PROVIDED INFORMATION**

EMPLOYER TYPE☒ Current ☐ Previous  
POSITION  
HIRE DATE  
END DATECurrent  
TYPE/STATUS  
REASON FOR LEAVING

☐ Current ☐ Previous

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 DispatchedFlag 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 'Order Summary' page in the TazWorks application. The top navigation bar includes the TazWorks logo, 'Order' (8), 'Workspace' (7388), 'Admin', 'Utilities', a search bar for 'Client Name', and a user icon 'IC'. Below the navigation bar, the page title is 'Order Summary' with a sub-header 'Data Provider Client - Data Provider Product' and 'Order Entry step 4 of 4'. The main content area shows applicant details: 'Applicant: DARSHANA TENNETI (123-45-6789)' and 'Current Address: 304 S JONES BLVD LAS VEGAS, NV 89107'. There is a section for 'Search Summary for Data Provider Product' with 'Employment Verification' status 'TRUV'. Below this is an 'Order Entry Notes' section with a text area. At the bottom, there are buttons for 'Save Draft', 'Cancel', 'Complete Order & Next', and 'Complete Order'. The 'Complete Order' button is highlighted with a red box. A copyright notice '© 2001-2021 - This Software Copyrighted - All Rights Reserved.' is visible at the bottom center.

# 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**.

The screenshot displays the Truv verification interface. At the top, there are navigation tabs: Order, Workspace (7393), Admin, and Utilities. A search bar for 'Client Name' is on the right. Below the tabs, a form contains personal and contact details for Darshanashetty, including SSN, Email, DOB, Phone, and Proposed Salary. The 'Employment Verification' section shows a response received status of 'Yes' and a search date of 12-20-2021 11:10 AM MST. It includes fields for Name, Employer Name, Supervisor, Employer Street, City, State, ZIP, Phone, and Fax. The 'SUBJECT-PROVIDED INFORMATION' section lists fields for Employer Type, Position, Hire Date, End Date, Wage/Salary, Type/Status, and Reason for Leaving. The 'EMPLOYER-PROVIDED INFORMATION' section, highlighted with a red box, includes fields for Current/Previous status, PR associate, Hire Date, Current status, and Full-time status. Below these are sections for Pending Notes and Researcher Notes. The Researcher Notes section, also highlighted with a red box, contains internal notes detailing the verification process and status changes. At the bottom, there is a status dropdown set to 'Pending' and a 'Flag Search' checkbox.

Order 8 Workspace 7393 Admin Utilities Client Name

SSN: 123-45-6789  
Email: DARSHANASHETTY@GMAIL.COM  
DOB: -  
Phone: 19728904391  
Emp. Jurisdiction: -  
Proposed Salary: -  
Order Notes:

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 E-MAIL:   
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

☒ Current ☐ Previous  
PR associate:   
2018-10-13  
Current:   
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 (3b6f1986-53745)  
12-20-2021 10:55 AM MST 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.

forworks

Order

Reports 2

Admin

Utilities

Last Name

100

View

Print

+ Add to Order

Co-Applicants

New Order

Order Details

↑

Status: Complete

Order Date: 04-11-2022 3:43 PM MDT

Report Date: 04-11-2022 3:51 PM MDT

File Number: 25980

Report To: Data Provider Client / DPC

123 main

Beverly Hills, CA 90210

Assigned To: TEST 613A

Requestor: Truv

Email: dp@dp.com

Phone: -

Alt Phone: -

Fax: -

Product: Data Provider Product

Applicant Information

↑

Name: CHAT, ILYA

Email: DARSHANA@TRUV.COM

Address: 5678 HDSAKJK ST, MIAMI, FL 33137

SSN/DOB: XXX-XX-8901 / -

Phone: -

Search Results

+ Add to Order

Search

Status

Employment Verification

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's a navigation bar with 'TazWorks' logo, 'Order 8', 'Workspace 7390', 'Admin', and 'Utilities'. A search bar for 'Client Name' and a user icon 'IC' are also present. Below the navigation bar, a red warning message states: 'WARNING: An Error occurred. Vendor Error Message: BackgroundSearchPackage: SearchData: PersonalData: AlternativeIdentifiers: EmailAddress: This field is required.; Error Code = 5 Employment Verification'. Below the warning, there are buttons for 'Results', 'View', 'Print Report', 'Preview', and 'Print Search', along with a 'Request Verification' dropdown. The main content area is divided into sections: 'Dispatching / Processing Information' with a dropdown for 'Citadel (Embedded Interface) (1)' and a 'Dispatch' checkbox; 'Order Information' with fields for SSN, Email, DOB, Phone, Emp. Jurisdiction, and Proposed Salary; and 'Employment Verification' with a table for 'RESPONSE RECEIVED'. The table has columns for NAME, EMPLOYER NAME, SUPERVISOR, EMPLOYER STREET, EMPLOYER CITY, EMPLOYER STATE, EMPLOYER ZIP, EMPLOYER PHONE, EMPLOYER FAX, EMPLOYER EMAIL, SEARCH DATE, HOW VERIFIED, DATE VERIFIED, VERIFIED BY, and VERIFIER TITLE. The 'NAME' field is filled with 'MISSING, EMAIL' and the 'SEARCH DATE' is '12-02-2021 11:22 AM MST'. The 'EMPLOYER PHONE' field is filled with '222222222'.

Order 8 Workspace 7390 Admin Utilities Client Name IC

WARNING: An Error occurred.  
Vendor Error Message: BackgroundSearchPackage: SearchData: PersonalData: AlternativeIdentifiers: EmailAddress: This field is required.; Error Code = 5  
Employment Verification

Results View Print Report Preview Print Search Request Verification

Dispatching / Processing Information

Citadel (Embedded Interface) (1) Dispatch

Vendor Instructions: Search Scope:

Order Information

SSN: 111-11-1111 DOB: -  
Email: - Phone: -  
Emp. Jurisdiction: - Proposed Salary: -  
Order Notes:

FILE NUMBER 25597 REPORT DATE -  
REPORT TO Data Provider Client (DPC) APPLICANT MISSING, EMAIL

Employment Verification

RESPONSE RECEIVED  
☐ No ☐ Yes ☒ Pending ☐ Not Performed

NAME	MISSING, EMAIL	SEARCH DATE	12-02-2021 11:22 AM MST
EMPLOYER NAME	SOME	HOW VERIFIED	
SUPERVISOR		DATE VERIFIED	
EMPLOYER STREET		VERIFIED BY	
EMPLOYER CITY		VERIFIER TITLE	
EMPLOYER STATE			
EMPLOYER ZIP			
EMPLOYER PHONE	222222222		
EMPLOYER FAX			
EMPLOYER EMAIL			

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