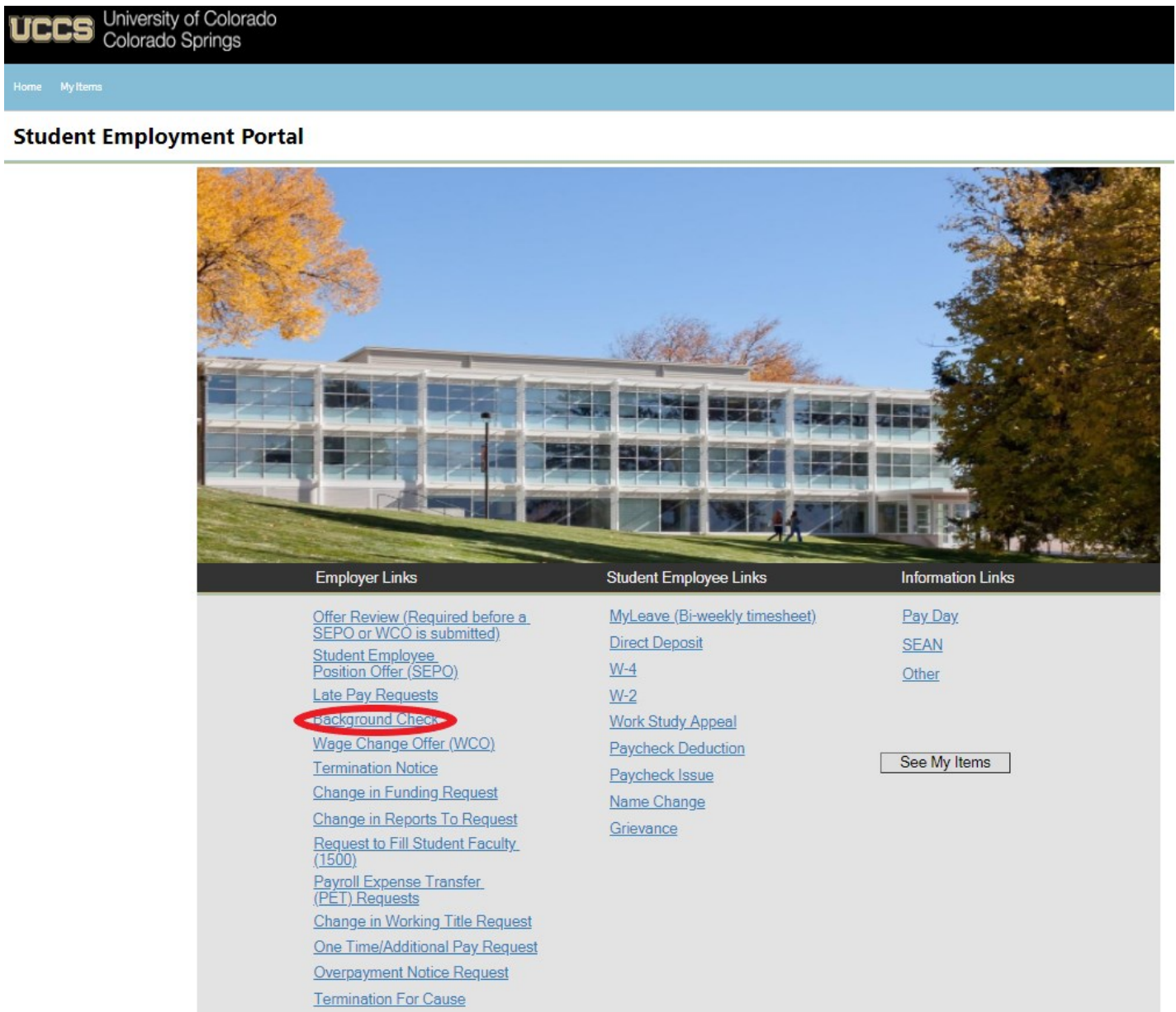


Submitting a ticket—Background Check

Use this ticket to request a background check be run on a student. Please submit individual tickets for each student. There should be one Background Check Release Form attached to each ticket. There is a link to the form in the ticket. It can also be found on the Student Employment website: <https://stuemp.uccs.edu/forms>.

Step 1—Open the Background Check ticket type

Choose the **Background Check** ticket type on the Cherwell home page.



UCCS University of Colorado Colorado Springs

Home My Items

Student Employment Portal

Employer Links	Student Employee Links	Information Links
Offer Review (Required before a SEPO or WCO is submitted)	MyLeave (Bi-weekly timesheet)	Pay Day
Student Employee Position Offer (SEPO)	Direct Deposit	SEAN
Late Pay Requests	W-4	Other
Background Check	W-2	
Wage Change Offer (WCO)	Work Study Appeal	
Termination Notice	Paycheck Deduction	See My Items
Change in Funding Request	Paycheck Issue	
Change in Reports To Request	Name Change	
Request to Fill Student Faculty (1500)	Grievance	
Payroll Expense Transfer (PET) Requests		
Change in Working Title Request		
One Time/Additional Pay Request		
Overpayment Notice Request		
Termination For Cause		

Step 2—Select the Student Name

Put your cursor in the student name box. Then either type the student name (as the name is in CU-SIS) or use the search button (see red circle below) to look up the student. We ask for this information so that we can search within Cherwell for requests specific to a student.

Tip: If you are having trouble finding the student, type their email address in the student name box. This will usually match the student in the system.

UCCS University of Colorado
Colorado Springs

Home My Items

Save Cancel Refresh Delete Attach (0) Record 1 of 1

Student Employment - SE Case ID : 48296

Submit

Details Required to Complete the Request

Background Check

Student Name:

[Link to Background Release Form](#) [Attach Release Form](#)

If you have already completed the Background Check Release form, jump to [Step 4-Attaching Your Documents](#). Otherwise, proceed to [Step 3—Completing Your Documents](#).

Step 3—Completing Your Documents

The link from the previous page will open a Sharepoint document. If you click the download button, your document will download and pop up below and be available in your Downloads folder to open. If you click the Open or Print buttons, the document will open a new browser window with an Adobe pdf document that you will still need to download before you start typing anything so that you do not lose the information you entered. Complete the form with the information requested. The department completes the gold section and the student employee candidate completes the bottom section. Both sections must be completed before the form is submitted to our office.

You do have a couple of options on how to submit this form. You can work with the student and have them return the signed form to you and then you submit via the Cherwell ticket. You can also complete the gold section and send the form to the student and ask them to submit the form using the button on the form. They will want to use the gray Submit to Student Employment button to submit the form to our Cherwell portal (see blue square below). Please remind students if using this option that if the button does not generate an email message that must be sent, the form has not been submitted.

48296 - SE x https://uccsoffice365.sharepoint.com/sites/HRWebsite/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2FHRWebsite%2FShared%20Documents%2FD...

uccsoffice365.sharepoint.com/sites/HRWebsite/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2FHRWebsite%2FShared%20Documents%2FD...

Apps New Tab

Open Print Download

UCSS Human Resources
UNIVERSITY OF COLORADO
COLORADO SPRINGS

Background Release Form

I. Information
A. Equal Opportunity Statement. Within the specifications of job requirements, the University of Colorado is an Affirmative Action Employer. There is no discrimination for or against any applicant, to include Race, Color, Religion, Sex, National Origin, Age, Sexual Orientation, Political Affiliation or Handicaps.
B. Pre-Employment Inquiry. The PIHQ is the basis for a pre-employment inquiry designed to verify the information set forth in support of the application. The pre-employment inquiry will entail a query of appropriate Federal, State, County and Municipal law enforcement agencies regarding a possible criminal history. Personal data such as Sex, Date of Birth, Social Security Account Number and Physical Description are necessary to obtain accurate information and to protect the applicant from an incident of mistaken identity.

II. Instructions
Complete this form and return it to the University of Colorado Colorado Springs Human Resources Office. Upon receipt of this signed document, the Human Resources Office will initiate the background check using an ELECTRONIC consumer-reporting agency such as HireRight, Inc. and/or Visual Compliance, Inc. You must provide an email address to complete this process.

III. Request for Pre-Employment Inquiry (to be completed by Hiring Authority)
The person identified on the PIHQ is considered for employment without department. Please implement an inquiry to verify personal data furnished by the applicant. No inquiry will be contacted without the requestor's signature and other information.

Department Requesting Background Check Department Phone Number Date
Was this person hired through CU Careers? Yes No
Is this person a: New Hire Re-hire Promotion Volunteer
Name of Department Contact
File for which background is conducted Requestion # Job Code # (required)
Everyone receives National Sex Offender & Criminal background checks. Additional checks requested: Motor Vehicle Credit

IV. Authority to Release Information (to be completed by Applicant)
I authorize representatives of the University of Colorado to make any and all appropriate inquiries regarding the information listed above. I hereby release you or others from any liability or damage which may result from furnishing the information requested. I understand that any false information or deliberate omissions on this document or any other employment document of the University of Colorado at Colorado Springs Campus may be grounds for dismissal and/or termination.
A background check does not guarantee an offer of employment.

Legibly Print Applicant's Name (First Middle Last) Date of Birth Legibly Print Email Address
(Use UCSS email address if applicable)
Signature of Applicant Text Friendly # Date
Please return this form to the appropriate office, by clicking the appropriate submit button to send via email. Alternatively, staff and faculty forms can be scanned and emailed to hrhelp@uccs.edu and student employee forms to stuemp@uccs.edu.
Within 48 hours you should receive a link from HireRight Inc. and/or Visual Compliance Inc. to complete your personal information.

Submit to Student Employment

Background Check...pdf

Step 4—Attaching Your Documents

If you are submitting the completed document, attach the form to your ticket using one of the options shown below:

The screenshot displays the UCCS (University of Colorado Colorado Springs) Student Employment portal. At the top left, the UCCS logo and name are visible. Below the logo, there are navigation links for "Home" and "My Items". A button labeled "Use the attachment tool" is highlighted with a black box. Below the navigation bar is a toolbar with icons for "Save", "Cancel", "Refresh", "Delete", and "Attach (0)". The "Attach (0)" button is circled in red. To the right of the toolbar, there are navigation arrows and the text "Record 1 of 1". Below the toolbar is a large blue banner with the text "Student Employment - SE Case ID : 48296". Below the banner is a "Submit" button. Below the "Submit" button is a section titled "Details Required to Complete the Request". Under this section, there is a "Background Check" heading. Below the heading is a "Student Name:" label followed by a text input field. Below the input field are two links: "Link to Background Release Form" and "Attach Release Form". The "Attach Release Form" link is circled in red. To the right of the "Attach Release Form" link is a button labeled "Use the link".

UCCS University of Colorado Colorado Springs

Home My Items

Use the attachment tool

Save Cancel Refresh Delete Attach (0) Record 1 of 1

Student Employment - SE Case ID : 48296

Submit

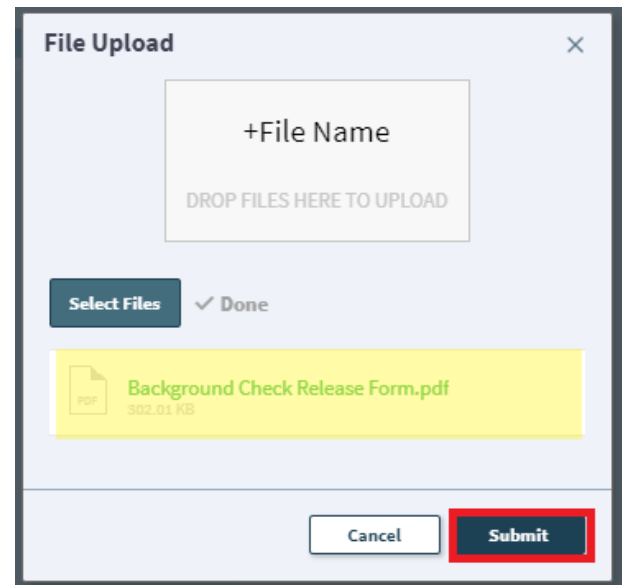
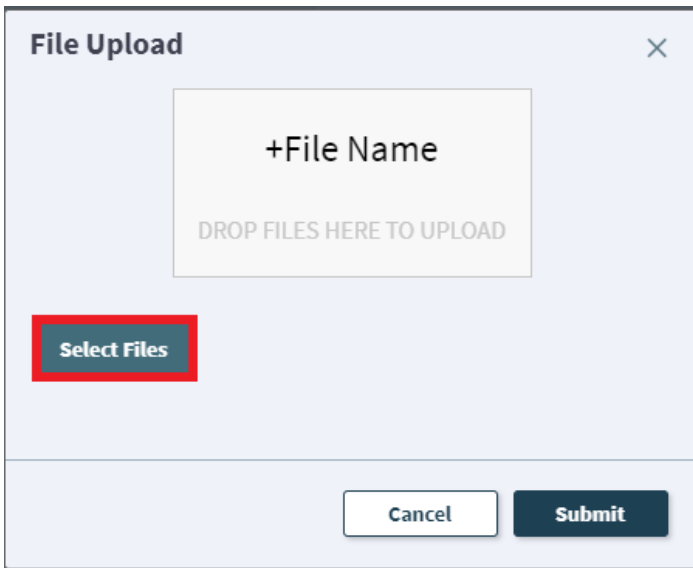
Details Required to Complete the Request

Background Check

Student Name:

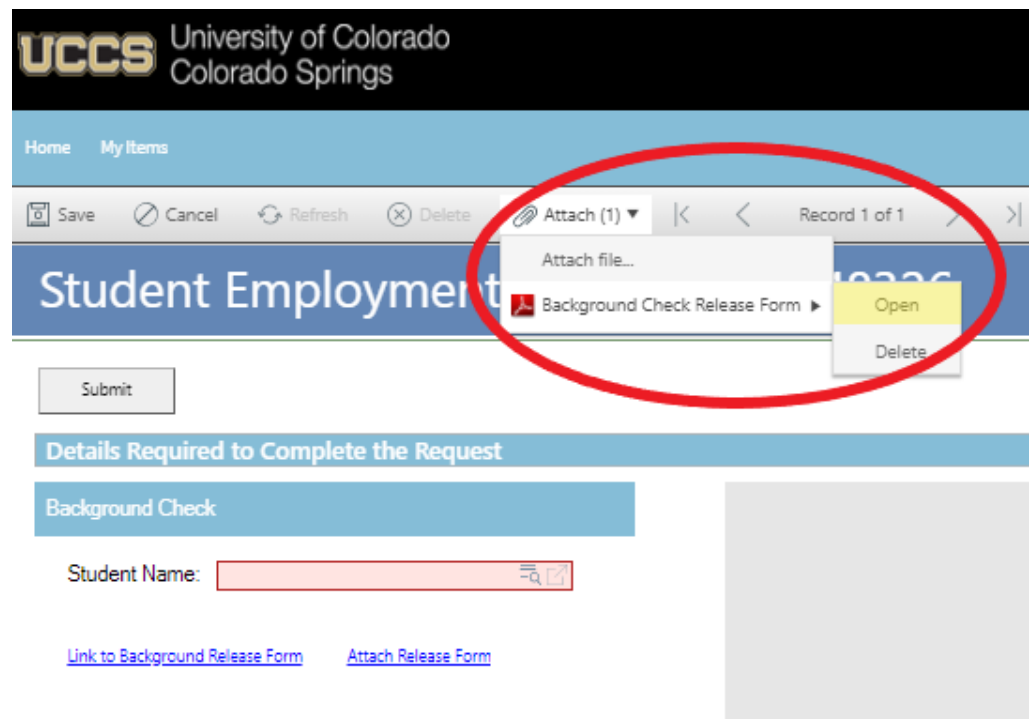
[Link to Background Release Form](#) [Attach Release Form](#) Use the link

You can either drag and drop your file or you can click the Select Files button to find your saved file. When you have selected the file to attach, you will see the file you are attaching below the Select Files button (see second image below). Click the Submit button to attach your document.



Repeat this step until all applicable documents have been attached.

You can confirm that your documents have been attached by checking the paperclip icon. You can also open the attachments to be sure that you have attached the correct documents and that they are completely filled out. Be sure you have your pop-up blocker turned off if you are trying to open attachments.



If you check your documents before submitting the ticket and see that you attached the wrong document, please attach the correct document before you submit. If you have already submitted your ticket, please refer to the Editing a Ticket section of the Abbreviated User Guide to attach the correct attachment to your ticket.

Users can delete any incorrect attachments. Follow the same steps described on the previous page to open and check a document but select Delete instead of Open. Cherwell will ask you if you are sure you want to delete. Once you confirm, your document will no longer be attached to the ticket.

The screenshot displays the UCCS University of Colorado Colorado Springs interface. At the top, there are navigation links for 'Home' and 'My Items'. Below this is a toolbar with 'Save', 'Cancel', 'Refresh', and 'Delete' icons. A red circle highlights the 'Attach (1)' dropdown menu, which is open to show 'Attach file...', 'Background Check Release Form', 'Open', and 'Delete' options. Below the toolbar is a 'Submit' button and a section titled 'Details Required to Complete the Request'. Under this section, there is a 'Background Check' heading, a 'Student Name:' input field, and two links: 'Link to Background Release Form' and 'Attach Release Form'. A confirmation dialog box is overlaid on the bottom right, asking 'Are you sure you want to delete Background Check Release Form?' with 'No' and 'Yes' buttons. The 'Yes' button is highlighted with a red border.

Step 5—Submitting Your Ticket

You can submit your ticket by clicking on one of the options shown below:

The screenshot displays a web application interface. At the top, there is a navigation bar with 'Home' and 'My Items' links. Below this is a toolbar containing several icons: 'Save' (circled in red), 'Cancel', 'Refresh', 'Delete', 'Attach (1)', and navigation arrows. The main content area is titled 'Details Required to Complete the Request' and contains a 'Background Check' section. This section includes a 'Student Name' label followed by a text input field (circled in red) and a search icon. Below the input field are two links: 'Link to Background Release Form' and 'Attach Release Form'. At the bottom right of the form area, there is a 'Submit' button (circled in red).

Please note that clicking Save does not save the ticket for you to edit later. It does submit the ticket same as if you click on either of the Submit buttons.

Step 6—Communication

Once you have submitted your ticket, you will receive a confirmation email. This email provides you with your ticket number, the type of ticket submitted, and which documents, if any, you attached to the ticket.

Student Employment Ticket 48326 SE Background Check has been created



Student Employment Help

To Jennifer Biga

Reply

Reply All

Forward



Tue 10/27/2020 1:16 PM



BackgroundCheckReleaseForm.pdf
302 KB

SE Case 48326

Description:

SE Background Check

Customer Name: Jennifer Biga

Phone: +1 (719)255-3564

Email: jbiga@uccs.edu

We are pleased to inform you that your case has been added to the Student Employment system. Your record ID is 48326. Please retain this number for reference purposes. One of our representatives will contact you shortly.

Please do not hesitate to contact UCCS Student Employment if you have any questions, or use our Customer Portal to view more details: [SE Case 48326](#).

UCCS Student Employment
1420 Austin Bluffs Parkway
Colorado Springs, CO 80918
Cragmor Hall 104
719-255-3454 office

If we review your ticket and find that we cannot process the ticket without additional information, we will send you an email requesting the information we need. The case will remain pending.

Case 48326 Update



Student Employment Help
To Jennifer Biga

Reply	Reply All	Forward	
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Tue 10/27/2020 1:20 PM

Case 48326 for Jennifer Biga.

The Background Check Release form submitted for [REDACTED] is incomplete. Please be sure to complete the gold section of the form and resubmit. Please reply to this email with the paperwork attached so that we can process this request. Thank you!

Thank You,

UCCS Student Employment
[1420 Austin Bluffs Parkway](#)
[Colorado Springs, CO 80918](#)
Cragmor Hall 104
719-255-3454 office
719-255-3650 fax

Request Details:
SE Background Check

In the example above, the easiest way to respond is to reply to the email with the form attached. This will automatically attach your documentation to the ticket. The other option you have would be to follow the instructions in the Editing a Ticket section of the Abbreviated User Guide.

Once the background check has been completed, you will receive an email with the background check results. The ticket may remain open if we do not have a SEPO ticket to match it to. We do not close background check tickets until we have matched them to a SEPO ticket in Cherwell. The only additional communication you would receive after the background check results have been sent would be a follow-up if we have never received a SEPO to complete the hire for the student. In that case, we do reach out to see if you are still planning to hire the student or if we should close the ticket as no SEPO will be submitted.

Case 48326 Update



Student Employment Help
To Jennifer Biga

Reply Reply All Forward ...

Tue 10/27/2020 1:24 PM

ReportofInvestigationemailJB.doc
71 KB

Case 48326 for Jennifer Biga.

Good afternoon,

Attached is the pre-employment screen for [REDACTED], Student Employee Candidate.

Please contact me if you have any questions.

Thank You,

Jennifer Biga
UCCS Student Employment
[1420 Austin Bluffs Parkway](#)
[Colorado Springs, CO 80918](#)
Cragmor Hall 104
719-255-3454 office
719-255-3650 fax

Troubleshooting

If you are unable to access Cherwell, are having trouble finding the student in Cherwell, or are uncertain what ticket type to submit, you can send an email to stuemp@uccs.edu. This will automatically create a generic ticket. We try to process these tickets as quickly as other tickets. However, it is likely that these tickets could be delayed in processing as we may need to request additional information from you.

Student Employment Office

Student Employment is here to help. If you have questions about any step in this process, please contact Student Employment at (719) 255-3454, stuemp@uccs.edu, or visit us in Cragmor Hall Room 104.

