Sterling

Background check

Integration guide

March 2021

LinkedIn Talent Hub

Talent Hub | Sterling

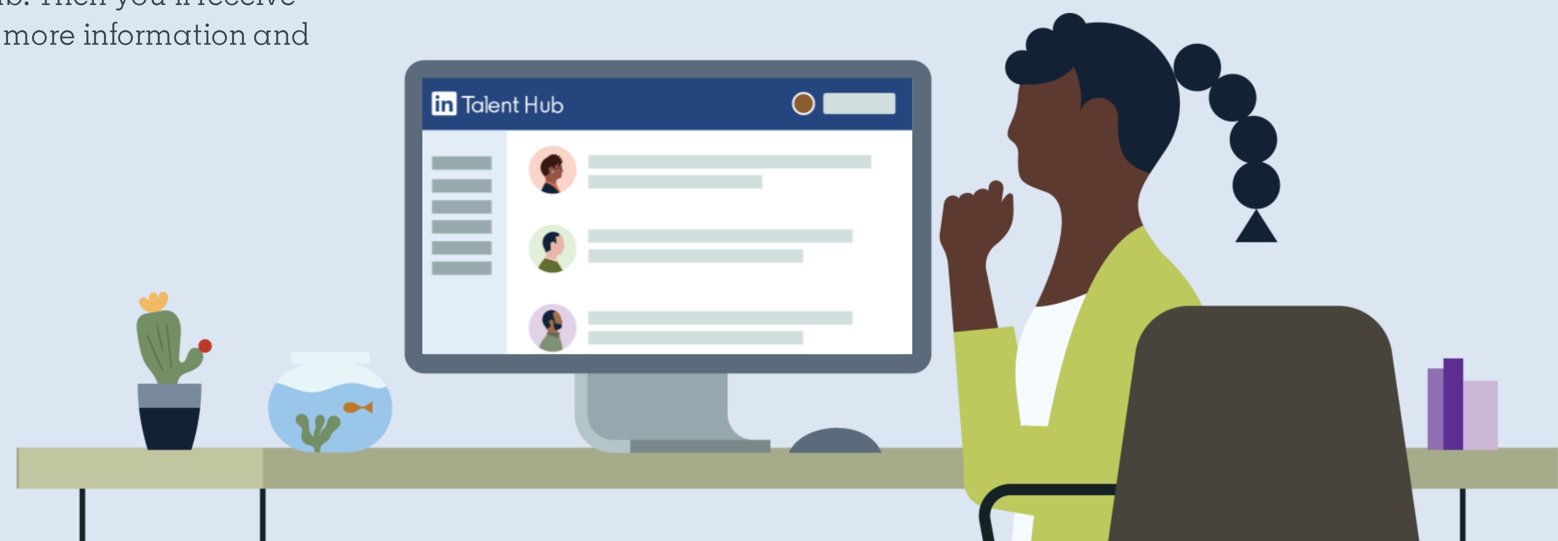
Save time with background checks from Sterling.

Now you don't have to leave LinkedIn Talent Hub to start the candidate verification process. When you integrate with Sterling, you can run background checks right from your Talent Hub profile.

The process begins with an email from Sterling to the candidate, prompting them to upload the information you need to run the background check. You can easily view the status of background checks from the candidate's profile in Talent Hub. Then you'll receive a direct link to Sterling's site for more information and action items.

Talent Hub Integrations

Talent Hub is the only applicant tracking system (ATS) that allows you to source, manage, and hire on a single platform. Third-party integrations make the process even easier, consolidating your workflow and giving you more time to focus on building winning teams.



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Sterling integration at a glance

By integrating with a background check partner, you'll be able to initiate the candidate verification process directly from Talent Hub.

Save time by starting the check within Talent Hub.

When you connect a candidate verification provider, you don't have to leave Talent Hub to get your checks going.

Connect with your candidates more quickly.

Email your candidate directly from Talent Hub, prompting them to upload the information you need to run a background check.

Get all of your updates in one place.

Easily view the status of a background check from the candidate's profile in Talent Hub. You'll also receive a direct link to the provider's site for more information and action items.

Things to be aware of

International availability

Sterling supports customers in the United States, United Kingdom, and Canada.

Email addresses

The email address you use for Talent Hub does need to match the email address associated with your Sterling account.

Limitations of Sterling licenses

Only the following users can initiate background checks for candidates:

- Talent Hub Administrators
- Hiring Project Owners
- Hiring Project Collaborators with full project permissions

Get started

[Contact or enable Sterling]

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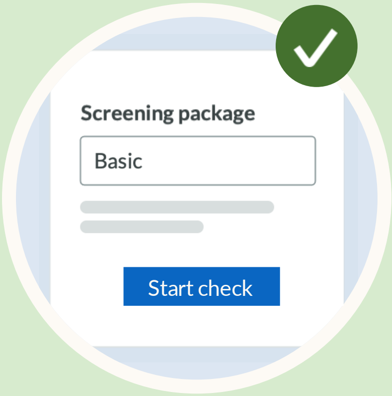
We'll help you get started.

Enable Sterling.

You can do this from the Talent Hub integrations page.

Select a candidate.

To start, navigate to pipeline review or a candidate's profile.



Initiate the check.

Select screening packages and initiate the background check.

Track progress.

Verify if the check has been completed and get more details.

Enable integration

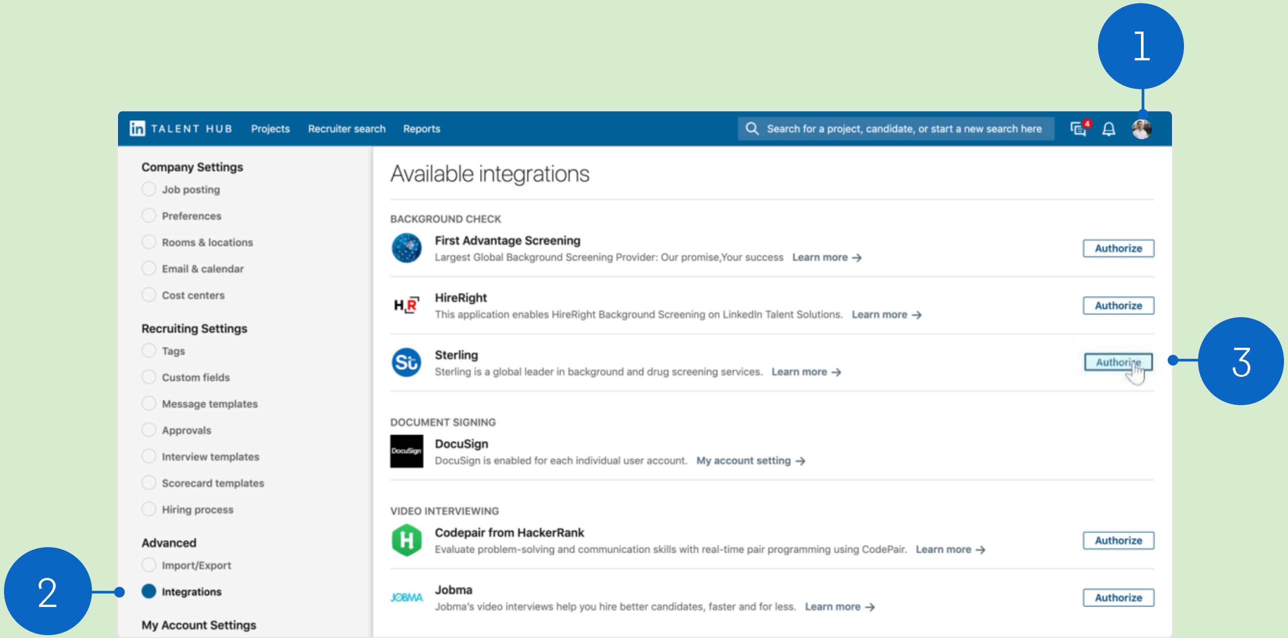
Find Sterling in Talent Hub

1. Click your picture in the upper right-hand corner and select "Product Settings" from the drop-down menu.

2. On the Product Settings page, click "Integrations" under "Advanced."

3. Find Sterling under "Available integrations" and click the "Authorize" button.

The Talent Hub Admin authorizes Sterling for everyone on the contract. For all users, background checks will be authorized at the "Account Settings" level.

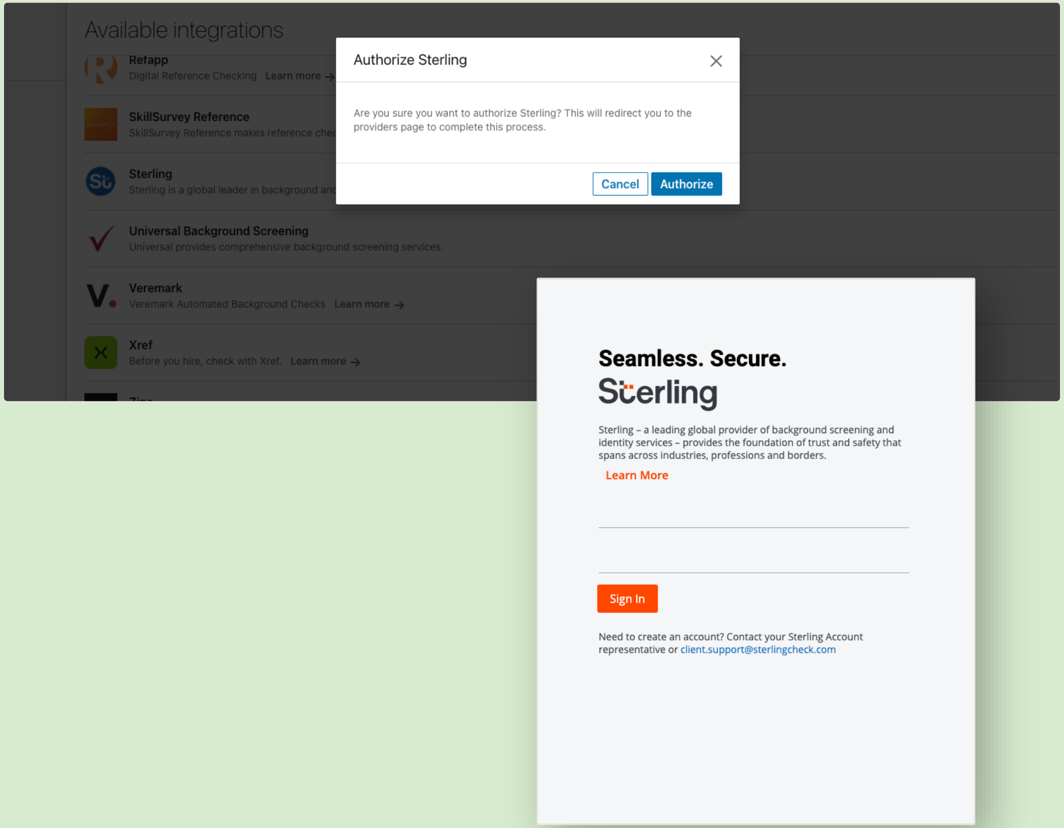


Enable integration

Complete the process

Users will be redirected to Sterling's website to complete the authorization process.

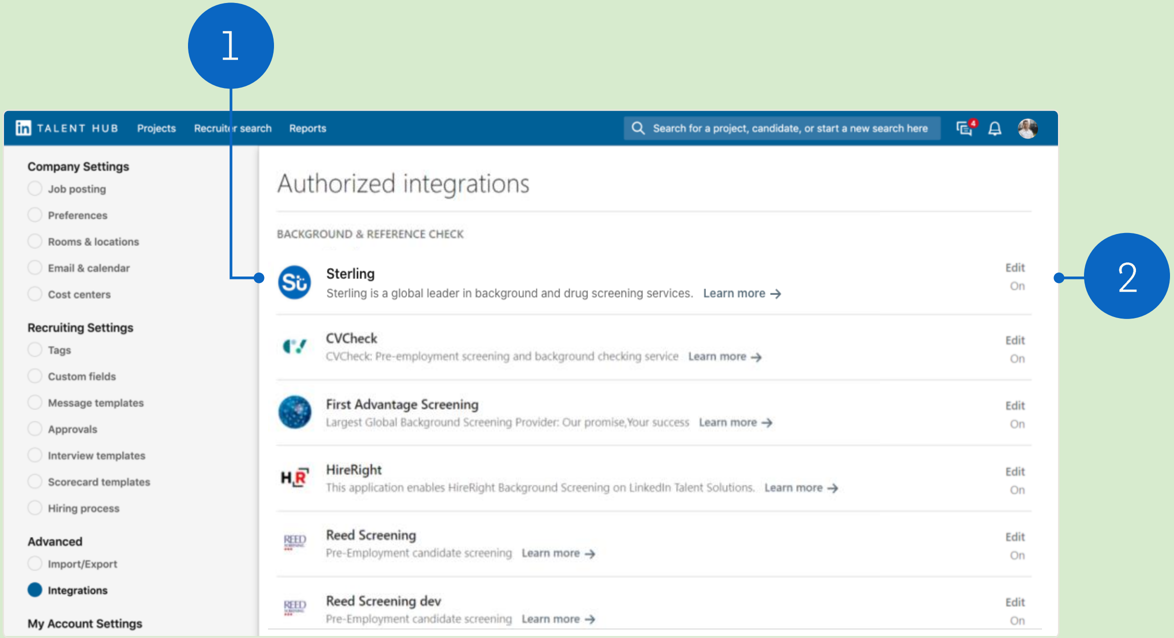
Once authorized, users with the right permissions can begin screening candidates with a background check.



Enable integration

Verify authorization

1. When redirected back to Talent Hub, refresh the page until Sterling displays as “On” under “Authorized integrations.”
2. This indicates that integration is now live for all users on the contract.



Locate the action

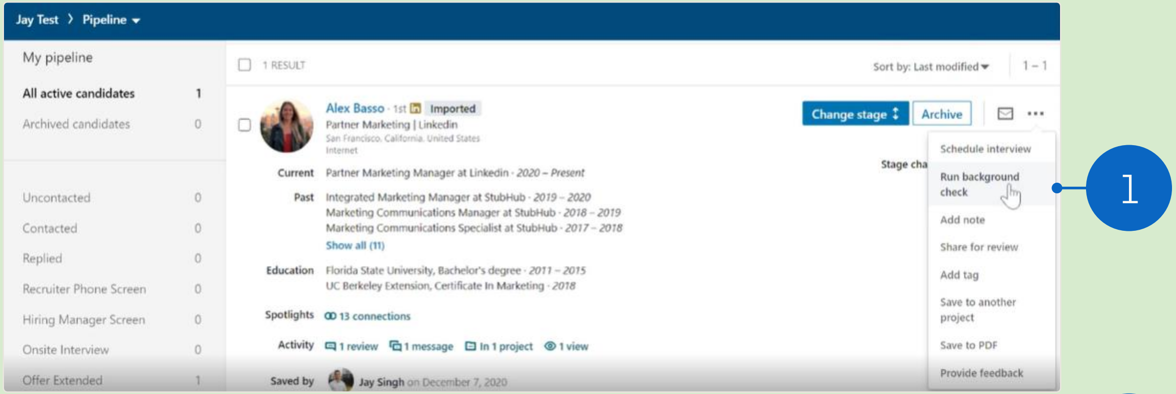
Once the integration has been enabled, background checks can be initiated through the pipeline in Talent Hub.

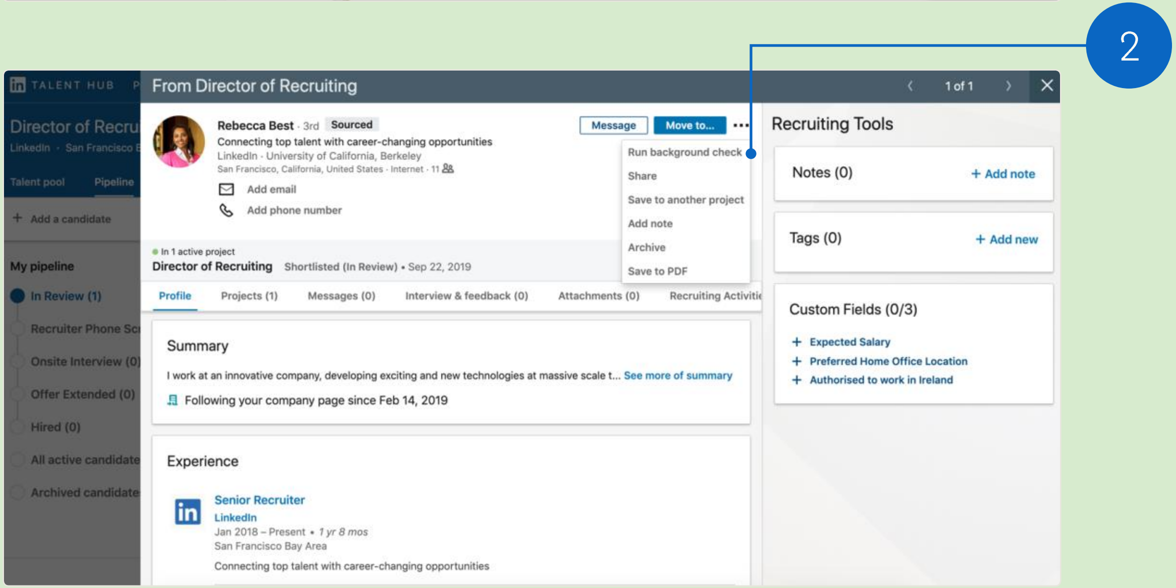
1. To initiate a check with a candidate in the pipeline, click on the ellipsis and select "Run background check."

2. Or run a check directly from any candidate's Talent Hub profile.

The following users will have the ability to do this:

- ✓ Talent Hub Administrator
- ✓ Hiring Project Owner
- ✓ Hiring Project Collaborator with full project permissions

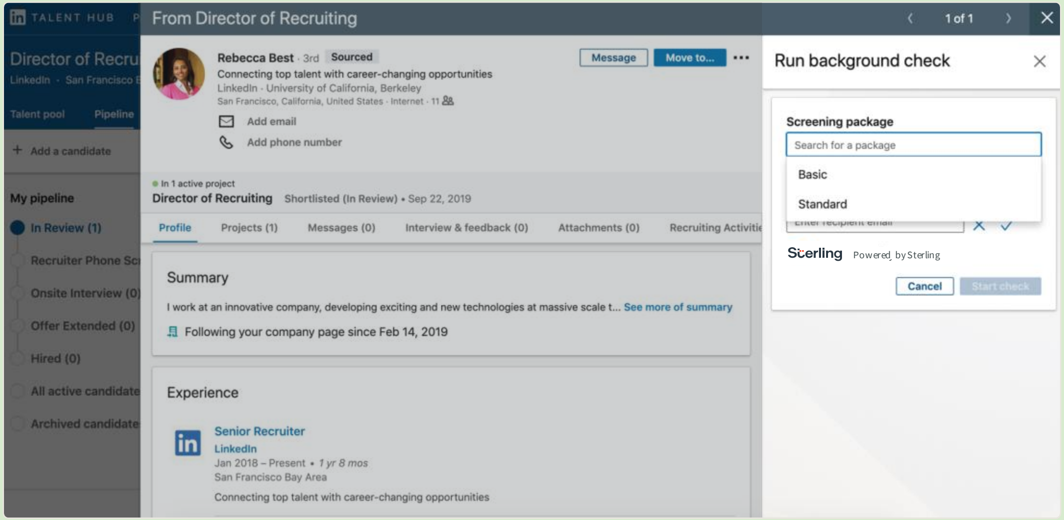




Initiate the check

Choose screening package

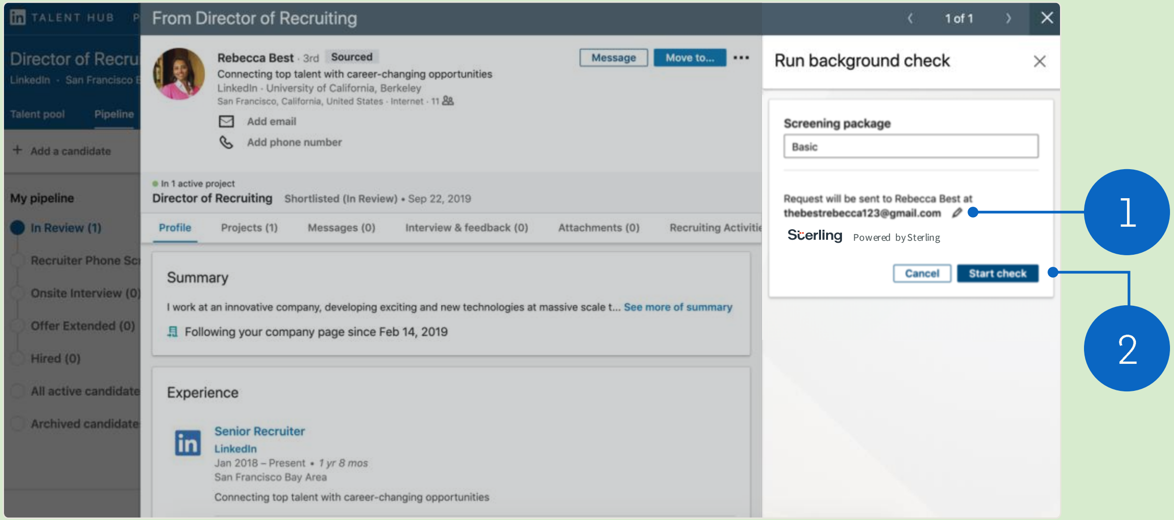
Select a screening package from the drop-down list—it displays packages that have already been configured with Sterling.



Initiate the check

Start check

1. If needed, manually enter the candidate's email address by clicking the pencil icon.
2. Click "Start check." Sterling will send the candidate an email requesting the required information. Once the information has been uploaded, the background check will begin.

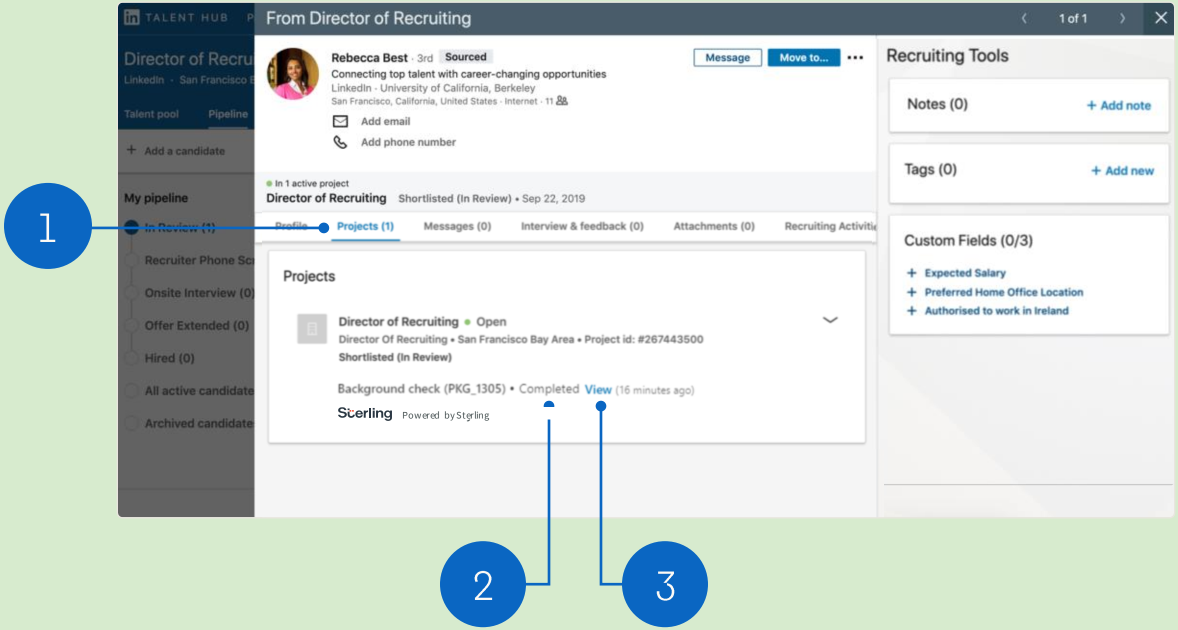


Track progress

View status

1. Once the background check has been initiated, go to the “Projects” tab on the candidate’s profile for updates.
2. You can view the status of the check—or its results once it’s been completed.
3. Click “View” to get more details. You’ll be prompted to sign into your Sterling account.

All Talent Hub users will be able to view whether a background check has been initiated on an account.



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FAQ

1. **Can existing Sterling customers enable the integration from Talent Hub?**

   Existing Talent Hub customers cannot enable the Sterling integration within Talent Hub. Existing customers who wish to use integration need to reach out to platinumsupport@sterlingcheck.com.

2. **How do I sign up for Sterling as a new customer?**

   Please visit the following site to learn more about Sterling's services here.

3. **What permissions/licenses are required to use Sterling?**

   Only Talent Solutions Administrators or users with Project Owner or Sourcer roles can initiate background checks for candidates.

4. **Does the requestor email have to be the same as the email associated with my Sterling account?**

   Yes.

5. **Sterling has multiple platforms. Which one can I integrate with Talent Hub?**

   Talent Hub currently supports 'ScreeningDirect' as part of this integration. All other background check solutions (SterlingONE, Backcheck and RISQ) are not supported.

Questions?

We’re here to help you master integrations in Talent Hub.

You’ll find more answers in the Help Center — and your LinkedIn Support team is always available for additional support.

Thank you.

LinkedIn Talent Hub