



Dear Florida State University Applicant,

Accurate Background, Inc. is a comprehensive background screening company that has been asked by Florida State University (FSU) to perform their background searches. To complete your background screening, you will receive an email asking you to log into an *Online Candidate Entry* system that collects all the information Accurate Background needs to process your screening. To help you with this process, here are a few tips:

What to Expect

- The email you receive from Accurate Background will contain:
 - A URL link that will direct you to the Accurate Background website where you will complete the required information to conduct your background check.
 - The Accurate Background website will also ask for your last name. If you reach a site that does not ask for your last name, please refer back to the correct site link in your email.
- You will be asked to enter specific information based on the type of background screening FSU has asked Accurate Background to perform. Of utmost importance is your full legal name, any names you have used in the past, date of birth, and social security number. Please ensure that all information provided is correct, complete, and up-to-date, and that you have verified all phone numbers are working numbers. Do not omit ANY information you are asked for; it is ALL important to the process. Inaccurate or missing information delays your background screening and could delay or prevent your clearance to start working at FSU.

Other Information Needed/Additional Documentation Requested

- If a signed release or additional information/documentation is needed for the verification, Accurate Background will request a copy of the release or additional information/documents from you via email. You will receive an email from Customer_Service@accuratebackground.com. Please check your email and spam folder while your background check is being processed to ensure a prompt response.

Technical Help

- Aggressive spam blockers may prevent the Accurate Background email from reaching you. Please turn them off, or look for the email in your spam or bulk mail folder if you have one.
- Please turn off any pop-up blocker software or utility before logging in. Consult the manufacturer of your software for instructions.
- Please enable session cookies and ensure that your screen resolution settings are at least 1024 X 768. Consult Windows help or contact Accurate Background for technical support.

If Accurate Background needs any additional information, they will contact you by email or phone. **Please follow up with them immediately to avoid any delays with this process.**

If you encounter any difficulties or have questions, please contact Accurate Background at 800-216-8024 from 5:00 a.m. to 6:00 p.m. or 7:00 p.m. to 3:30 a.m. Pacific Time, Monday through Friday.

Sincerely,

The FSU Accurate Background Team