

# How to Read a Report

## Steps to Understanding Your Background Results

### ACCESS YOUR REPORT

- **Portal Users:**
  - Click applicant's name – then click on each search component to view flagged sections, OR
  - Click applicant's name – then "View" or "Print" at the top left
- **AxisCare Users:** Click the PDF icon in the "**Background Checks**" section

### WHAT TO LOOK FOR

- Sections are highlighted with page-width headers – navy for main sections, and blue sub-sections
- Each report begins with "**Application Information**" (shows applicant-provided private information)

### INVESTIGATIVE SECTION

- **Results:** "Results Found" or "No Reportable Records Found" will be listed for any national criminal, statewide criminal, and county criminal database searches, plus any client/state-specific searches, listed in the report
- **SSN Validation Information:** "Record" is good — it confirms an SSN match; "No record" may reflect youth status or SSN error
- **Name Variations and Criminal Records** including matches on OIG exclusion lists or sex offender registries appear here
- **County/State Searches:** "Records found" means criminal or traffic history; details appear under the jurisdiction label
- You can use our **Guidance on Legal Terms** document to help interpret charges and convictions
- Reports include all records found from the most recent **7 years**; prior to 7 years, only convictions are listed (this scope varies by state)

### CREDENTIALS SECTION

- Typically includes Driving Records (also known as Motor Vehicle Records (MVRs))
- Shows license status and any issues (e.g., inactive, ID only, mismatched driver's license (DL) number)
- "License Not Found" flag indicates there is no license OR full name, date of birth (DOB), and/or DL number does not exactly match