



# Tips for Accuracy and Speed

## Provide an Applicant's Full Name

Including a middle name or initial can significantly improve the accuracy of a report.

## Use Only Their Legal Name

Please do not include credentials, symbols (\*), or personal preferences within an applicant's legal name. These extra details can impact the search results.

## Double-Check the Details

A misspelled name or an incorrect SSN, date of birth, or driver's license number can lead to delays and affect the accuracy of the results.

## Choose the Right Submission Method

Using our QuickApp feature allows applicants to enter their own information and sign disclosures, which can save you time. However, if you already have the necessary applicant details and signed authorizations, submitting the information directly to us is the fastest way to get started. This eliminates any lag time and allows us to begin the screening process immediately.



## COURT DELAYS

While we aim for quick turnaround times, some county record searches may experience delays due to a variety of external factors.

See next page for more information.

## COURT DELAYS

While we always aim for quick turnaround times, some county record searches may experience delays due to a variety of external factors. Since every county court system functions differently, access to records is governed by local procedures and technology, which often presents unique challenges that slow down the screening process:

- **Varying Access Methods and Digitization:** Not all courts have fully digitized and searchable records. Many still use older, paper-based filing systems that require a researcher (often called a "court runner") to conduct a manual, in-person search to retrieve documents, which is significantly slower than digital access.
- **Dependency on Court Staff:** Even in courts with digital systems, some do not offer public access terminals (PATs). In these cases, researchers must rely on court clerks to manually pull, view, and validate records. This process is "at the mercy of the clerks", who must balance background check requests with their primary court duties.
- **Court Backlogs and Staffing Issues:** Delays are common when court clerk offices have a backlog of search requests or are experiencing low staff levels. These delays can sometimes hold up a check for days or weeks, particularly during peak times.
- **Data Redaction and Privacy Measures:** To comply with privacy movements, some states and counties redact key personal identifiers like a full date of birth from public records. This makes it more difficult to confirm a record match, especially for candidates with common names, requiring additional time for manual verification.
- **Specific Legal and Regulatory Forms:** Certain state and county repositories require background screening companies (Consumer Reporting Agencies, or CRAs) to submit specific, completed forms before they will release record information. An incorrectly completed form will be rejected, which causes significant processing delays.
- **Court Closures:** Unexpected closures due to holidays, weather, natural disasters, or technical issues (such as a downed record management system) can halt access to records until the court reopens.