



Strategic Information Resources, Inc.

"Built on a Tradition of Service"

Private Landlord User Manual

155 Brookdale Drive
Springfield, MA 01104

(413) 736-4511
(800) 332-9479



Strategic Information Resources, Inc.

"Built on a Tradition of Service"

Strategic Information Resources is pleased to be your new provider of Tenant Screening Services. We have prepared the following quick start guide to help you implement our services.

At the time an individual applies for an apartment, ensure that they sign the resident release authorization. The background check can be initiated by following the simple steps outlined in this document.

SIR is committed to providing thorough and fast service to all of our clients.

We look forward to working with you.

Sincerely,

The Background Screening Team

Strategic Information Resources
155 Brookdale Drive
Springfield MA, 01104

Before Requesting A Background Check

- Be sure the applicant has completed and signed the background check release authorization.
- Make sure that names, dates of birth, and social security numbers on all forms are legible. A simple mistake in this area could cause a criminal record to be missed.
 - All documents must be stored in a secure place per the Subscriber Service Agreement.

Now You Are Ready To Submit the Online Request



Step 1:

Point your browser to: <http://www.backgrounddecision.com/pll>

(We suggest that you save this as a favorite or as an icon on your desktop for easy future access)

Step 2:

Click the LOGIN link in the upper left corner next to the SIR Logo. This will launch our encrypted web page in a new window.

Step 3:

Enter your Company ID and your login credentials.

Please provide the following information to access your account.

Company ID:

User ID:

Password:

[Forgot password?](#)

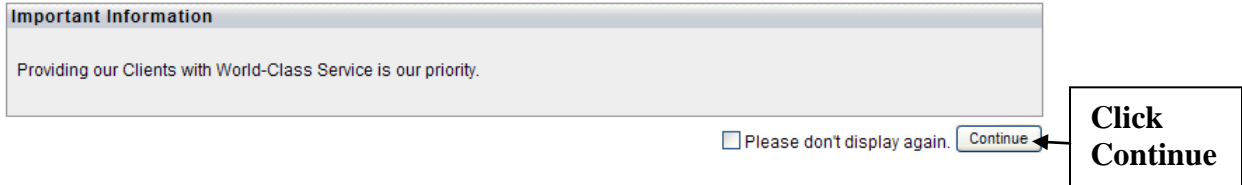
SIR

Note: This site is best viewed with Internet Explorer 5.5 or higher and Netscape 6.2 or higher and a screen resolution of 800x600 or 1024x768.

Warning: Credit information must be used for permissible purpose only. Access of consumer information for personal or non-business reasons is unauthorized. Unauthorized access is a crime and may result in Federal prosecution. Customers are required to retain supporting documentation for each transaction. We strongly recommend closing your browser after logging out of this site. This will assist in preventing others from accessing any credit or account information temporarily stored within your browser.

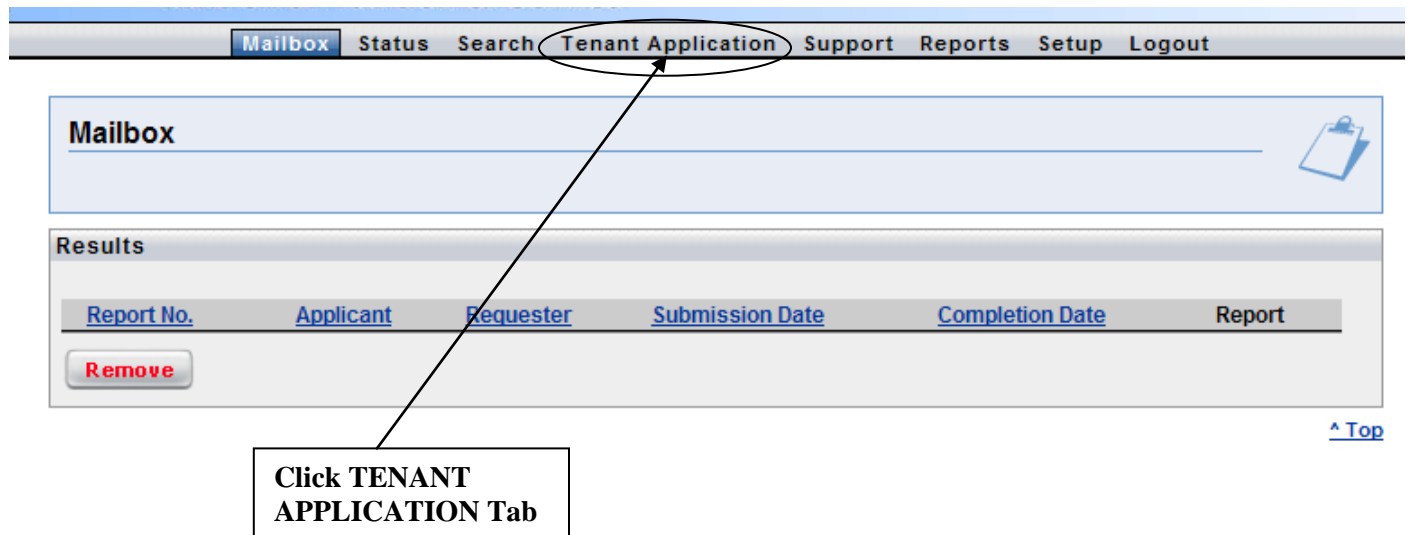
Step 4:

Upon successful login you may see our news & information page where we provide timely information about new services, features, and legal information. Please review this information and click CONTINUE at the bottom of the page.



Step 5:

You will be directed to your MAILBOX where you can view completed reports. We'll come back to this later. The screening process begins with the Application. To enter a new application, select the TENANT APPLICATION tab. *We strongly suggest 1st time users change their password at this time. See Instructions below on **Changing Your Password**.*



IMPORTANT NOTE:



For security reasons, the FORWARD and BACKWARD navigation buttons in your browser will not function properly when using the online secure application. Please use the navigation buttons within the application itself.

Step 6:

Carefully enter the basic information about the applicant as shown in the six steps below.

Mailbox Status Search **Tenant Application** Support Reports Setup Logout

Quick Tenant Application (Applicant) Applicant: SSN:
AKA: DOB:
Client: Strategic Information Resources Status: Not Submitted

Save application to database. **Save** Submit application to be processed. **Submit**

Applicant Co-Applicant Quick / Extended

Client Selection (Select a client and user for this application)

Client: Strategic Information Resources User: Sally Sample

Client Search (name, phone, or fax) [\[show/hide\]](#)

Rental Location

Building/Apartment Name: Account No.: P.O. No.: Apartment No.: Reference No.:

*Rental Type: Rent *Amount/Month: \$ 0.00 Move-In Date: MM/DD/YYYY Lease Term: mo. *Monthly Salary: \$ 0.00

Applicant Type
 Applicant Co-Signer Roommate

*Last Name: Testfile *First Name: Mary Middle: Suffix (Jr., Sr.): (None)

Social Security No.: 123 45 6789 Date of Birth: 01/01/1980 Driver's License No.: Name on License: State: (None)

Source: (Select One)

Also Known As

1. Last Name	First Name	2. Last Name	First Name	3. Last Name	First Name
Smith	Mary				

1. In the RENTAL LOCATION section rental type, amount/month and monthly salary are required.

3. Enter Last Name and First Name.

2. Please note that rental type and monthly salary field require a 0.00 in each field

2. Enter Social & DOB Identifiers

4. If an alias name(s) has been used in the past seven years and you would also like them searched, enter them here. Additional Charges will apply.

5. ONLY enter this information if requesting a motor vehicle check.

NOTE: The “Address Type” field is only used for PO Boxes or Rural Routes

Current Residence

Residence Type

Apt. Community Employer/Corp Housing Relative/Friend Home Owner Rent/Lease Independent Landlord

Building/Apartment Name:

Address Type: House No. / P.O.: Street / Route: Street Type: Apartment No.:

Zip Code: City: State: County:

Hit TAB for Zip Code lookup

Country:

Type: Other Description: Monthly Payment: Proper Notice Given: Asked to vacate?:

Telephone No.:

Dates of Residence From: To:

Length of Residence Years: Months:

Landlord Information

Name: Telephone No.: Fax No.: E-mail Address:

6. Enter the current address of the applicant in the appropriate fields.
NOTE: When you enter zipcode & hit TAB it will automatically populate the city, state, and county for you.

Step 7:

Scroll down to the SERVICES area or, if using the Extended Application, click on the SERVICES tab at the top. Here you may select the appropriate packages and/or any a la carte services.

The screenshot shows a web form with two main sections: "Services" and "Instructions".

Services

Packages (select one)

- No Package
- Private Landlord Bundle**
We compare your applicant's FICO score against the acceptable score range that you provided. If the score is below the range, a "not qualified" result will be returned. If the applicant is "qualified", we validate the SS# and determine previous addresses. We then perform a Criminal Search in each of those addresses used in the past 7 yrs. An eviction database with records from 41 states will be searched. Our Nationwide Sex Offender Check, National CrimeNet, & Patriot Act searches are performed.
- Private Landlord Bundle Lite**
Before running a check, we will compare your applicant's FICO score against the acceptable score range that you have provided in advance. If the score is outside the range, a "not qualified" result will be returned & your fee will be limited to \$6.00. If the applicant is "qualified", we will perform our National CrimeNet search of electronic criminal records & search our national eviction database. We then conduct our Nationwide Sex Offender Check & Patriot Act searches on the applicant.

A La Carte

- Adverse Action Notification - Tenant
- Bankruptcies, Liens, and Judgments
- Employment History Verification - Tenant
- Landlord Verification

Instructions

A text input field with a scroll bar is present, with an arrow pointing to it from the "Step 8" text below.

At the bottom of the form are three buttons: "Cancel", "Save" (with a floppy disk icon), and "Submit" (with a document icon). Below the "Save" and "Submit" buttons are labels: "Save application to database." and "Submit application to be processed." respectively. A blue link with an upward arrow and the text "Top" is located to the right of the "Submit" button. Arrows from the "Step 8" and "Step 9" text point to the "Save" and "Submit" buttons respectively.

Step 8:

If there are any special instructions for this particular tenant that should be called to the attention of the screening team, enter it here. (Example: *You might use this space to inform the production team that if the applicant disclosed problems with their credit due to past situations and may not meet your minimum qualifying number, but you would still want us to do the full check, then to continue on with the search.*)

Step 9:

Hit SUBMIT. The application will automatically save when submitted. However, if you would like to save an application that you haven't finished, simply press the SAVE button. Your saved application can be easily recalled under the SEARCH tab later.

Step 10:

Once you submit an application, you will see the DISCLAIMER page. Having a signed release authorization is critical area of legal compliance. You must check I AGREE & enter your initials in the box. Then Click PROCEED.

Mailbox Status Search **Tenant Application** Support Reports Setup Logout

Strategic Information Resources Disclaimer
Please read before proceeding

Applicant: Mary Testfile SSN: 123-45-6789
Client: [Strategic Information Resources](#) Status: Not Submitted

Disclaimer

By checking "I Agree" and entering my initials, I certify that I have received written permission to conduct this background check from the subject of the report. I agree to securely store a copy of the signed release in accordance with my Subscriber Service Agreement with Strategic Information Resources.

I Agree Enter Initials:

Proceed Cancel

Step 11:

Once you submit an application, you will see the APPLICATION CONFIRMATION page. Select the PRINT APPLICATION hyperlink and then print the page for your records. Please remember to store this page in a secure place.

Mailbox Status Search **Tenant Application** Support Reports Setup Logout

Application Confirmation

Applicant: Mary Testfile SSN: 123-45-6789
AKA: Mary Smith DOB: 01/01/1980
Client: Strategic Information Resources Status: New

Confirmation

Your application has been successfully submitted.

Report No: T 60514
[Print Application](#)

Preliminary Recommendation:

When an applicant's credit score falls below the acceptable score range you selected you will get the Preliminary Recommendation of "Does Not Qualify" immediately upon submission. In this case there was no Recommendation provided so the Applicant is qualified.

Status Page

At any time you can check the status of an application in progress by clicking on the STATUS tab.

Mailbox **Status** Search Tenant Application Support Reports Setup Logout

View Application Status

Client: Strategic Information Resources Promised Turnaround Time: 72 Services

Name	App No.	Date/Time Submitted	Elapsed Time	Requestor/Investigator	New	Pending	Completed
Testfile, Mary	60514	12/07/2009 11:09 AM EST	0 - Ok	Sally Sample /		Criminal Records Check - Tenant Eviction Database Search	National CrimeNet - Tenant Nationwide Sex Offender Check - Tenant Patriot Act Search - Tenant Resident Qualifier Social Security Validation - Tenant

Total Number of Applications for Strategic Information Resources: 1

Total Number of Open Applications: 1

If a service is in a completed status you can click on the blue hyperlink and view that portion of the report.

Mailbox

Once a background check is completed you will receive an email notification indicating that the report is complete. The report will now be available from the MAILBOX tab. To print and/or view a completed report click on the icon in the report column that looks like a piece of paper. You will be prompted to open or save the report from here.

Mailbox Status Search Tenant Application Support Reports Setup Logout

Mailbox **Mailbox Tab**

Results

Report No.	Applicant	Requester	Submission Date	Completion Date	Report
<input type="checkbox"/> T 60514	Testfile, Mary	Sample, Sally	12/07/2009	12/07/2009	
<input type="checkbox"/> T 60515	Jones, John	Sample, Sally	12/07/2009	12/07/2009	

1

This warning sign in the mailbox indicates that there is an alert on the report. This could mean there is a simple inaccuracy or that there is criminal record information.

Click on the paper icon of the report you would like to view and/or print.

Remove ^ Top

Changing your password

To change your password, click on the SETUP tab and then click on your name.

The screenshot shows the 'Administration Account Setup' page. At the top, there is a navigation bar with tabs: Mailbox, Status, Search, Tenant Application, Support, Reports, **Setup**, and Logout. Below this, the page title is 'Administration Account Setup' with client information: Client ID: TENANT, Client Name: Strategic Information Resources. There are two tabs: 'Users' (selected) and 'Sources'. Under the 'Users' tab, there is a 'User List' table with columns: Name, Security Level, and Active. The table contains one entry: 'Sample, Sally' with Security Level 'Manager' and an 'Active' status indicated by a red checkmark. Callout boxes with arrows point to the 'Setup' tab and the 'Sample, Sally' link in the table.

1. Click SETUP tab

2. Click on your name

[^ Top](#)

Once you click on your name the following screen will open up. In the PASSWORD field please enter a new password. Passwords are case sensitive and must contain 8-10 characters including numbers and letters. We recommend using a combination of upper and lowercase letters with at least one number for maximum security. In the field marked CONFIRM PASSWORD, please re-enter the new password to confirm. Click SAVE at the bottom of the page.

The screenshot shows the 'User Profile' form. At the top, it says 'Administration Account Setup' with client information: Client ID: TENANT, Client Name: Strategic Information Resources. There are two tabs: 'Users' (selected) and 'Sources'. The form title is 'User Profile'. A note states: 'Note: Passwords are case sensitive. User ID and Passwords use A-Z and 0-9. User IDs must be a minimum of six characters. Passwords must be a minimum of eight characters.' The form has several fields: *User ID: sample, *First Name: Sally, Middle Name: (empty), *Last Name: Sample, *Password: (empty), *Confirm Password: (empty), E-Mail Address: (empty), *Security Level: Manager (dropdown), *User Time Zone: (GMT-05:00) Eastern Time (US & Canada) (dropdown). There is a checkbox for 'Set Status to Active' which is checked, and a 'Creation Date: 05/24/2004'. Below the form is a 'User Options' section with a checkbox for 'IP Restrictions' and two empty text boxes for 'From:' and 'To:'. At the bottom, there are 'Back' and 'Save' buttons. Callout boxes with arrows point to the password fields and the 'Save' button.

3. Enter new password (must be 8-10 characters)

4. Re-enter new password to confirm.

5. Click SAVE.

[^ Top](#)

If the new password is saved correctly, a green bar will appear at the top indicating that the password change was successful.

Archived Reports

Once you have Removed completed reports from your mailbox they are not permanently deleted from the system. To search for archived reports, click on the SEARCH tab. You have several search options available although applicant's last name will probably be used most often.

- Under the **Keyword** dropdown select "Applicant Last Name."
- Under the **Modifier** dropdown select "Is" to enter full last name or "Contains" to enter partial last name.
- In the **Value** field enter the applicant's last name.

You are required to fill in all three fields or you will get a "No Record Found" result.

Adverse Action

If you make an adverse decision that is based in whole or in part on the report provided, The Fair Credit Reporting Act requires you to send an Adverse Action notice. You can find sample forms on our website. <http://www.backgrounddecision.com/links.html>

If you prefer, SIR will send the Adverse Action notice on your behalf. Here's how to make that request:

1. If the completed Report is still in your MAILBOX, click on the name of the applicant to whom you want a notice sent. This will open the original TENANT APPLICATION you submitted. *(Skip to Step 7)*
2. If the completed Report is no longer in your MAILBOX, click the SEARCH tab at the top.
3. Under **Keyword** select "Applicant Last Name" from the dropdown list.
4. Under **Modifier** select "Is" to enter full last name or "Contains" to enter partial last name.
5. In the **Value** field enter the applicant's last name.
6. Select the appropriate name from the search results by clicking the name (blue hyperlink). This will open the original TENANT APPLICATION you submitted.
7. Go to the SERVICES section and select ADVERSE ACTION from the a la carte menu.
 - **NOTE:** *Do not un-select any of the other services or they will no longer display correctly on your completed report.*
8. Click the Re-Submit button. SIR will promptly mail the Adverse Action notice. At that time you will receive an updated version of the report showing the date that the notice was sent.

FCRA Compliance

This document has covered a portion of your obligations under the Fair Credit Reporting Act. Please consult with your own counsel for guidance and view the document, "[What Landlords Need to Know](#)" or visit the link at <http://www.ftc.gov/bcp/edu/pubs/business/credit/bus49.shtm>