



## Background Checks

1. When does a Background Check expire?  
**Answer: The Background Check expires after two years.**
2. Does SCTC view or house the background reports?  
**Answer: No, the background reports are viewable to the Client by logging into their background vendor's account.**
3. How long does it take for a background to complete?  
**Answer: The average length of time for a background to complete is 1 to 3 business days.**
4. How can I check if a background is completed?  
**Answer: Login to your SCTC Account (<http://www.csctc.org/>) and complete the following steps to view the status of background orders.**
  - Click on the **Background** tab and then select **Order Summary** from the drop down list.
  - The status column provides real-time status on the background orders.
    - **In Progress:** Background is still processing.
    - **Completed:** Client is able to view the background report.
    - **Error:** Client should contact SCTC to verify information entered in the background order.

## Reports

1. How can I pull a report that detail when a background will expire?  
**Answer: Login to your SCTC Account (<http://www.csctc.org/>) and complete the following process to generate a report that shows the expiration date of the backgrounds for your employees.**
  - a. Click **Activity History** and select **History by Name** from the drop down list.
  - b. Change the From Date to three years ago, and then click the **Click for selected dates** button.
  - c. The report will provide Backgrounds and their expiration date. The backgrounds will be from the date placed in the From Date field to now.
    - Backgrounds are good for 2 years; therefore, any backgrounds order in 2010 expired in 2012 and backgrounds ordered in 2011 expire in 2013.
2. Can the report be exported to a spreadsheet?  
**Answer: When the report is generated, it can be highlighted with your mouse (or Ctrl + A to highlight all) and then copy/paste into a spreadsheet program like Excel.**
3. What is the Activity Code for the Traditional and Expanded Graded Backgrounds?  
**Answer: The Traditional Graded Background Code is 07BCG/SSV.  
The Expanded Graded Background Code is 07EBCG/SSV**



## Facility Entry Requirements

1. What are the requirements for the Marathon locations?

**Answer: You may find the details of the requirements for the different Marathon locations at the following website: <http://www.marathonrefinerycontractor.com/>**

2. How can I determine if an employee is ready to go into the Marathon facility?

**Answer: Login to your SCTC Account (<http://www.csctc.org/>) and use the Availability tool to verify if the employee meets the background requirement for the Marathon facility.**

- Click the **Availability** tab and select **Availability** from the drop down.
- Enter the individuals Social Security Number in the **Employee SSN field**.
- Select the Marathon facility that the individual will be entering and click **Check Availability**.
- The Graded Background and Social Security Number Verification requirements will be indicated as meeting or not meeting the Marathon facility's criteria.