



online screening and compliance system

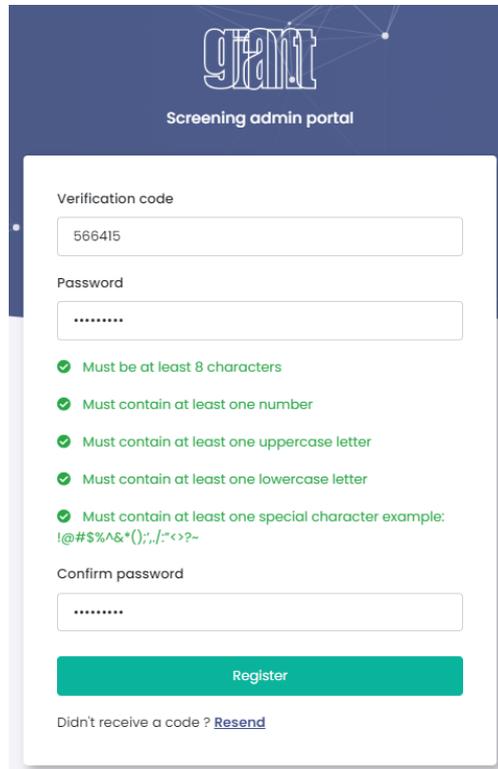
Customer QuickStart

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How to login

Users will receive an email from Screening Admin registration along with instructions and guidance. This will include a one-time registration code.

- When you have entered the code, you must set a password.



Grant
Screening admin portal

Verification code
566415

Password
.....

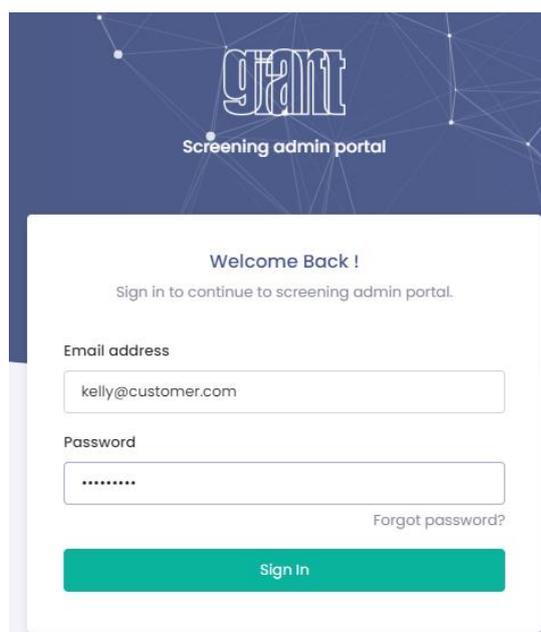
- ✔ Must be at least 8 characters
- ✔ Must contain at least one number
- ✔ Must contain at least one uppercase letter
- ✔ Must contain at least one lowercase letter
- ✔ Must contain at least one special character example: !@#%&*()~:;,-<>?-

Confirm password
.....

Register

Didn't receive a code ? [Resend](#)

Once registration is confirmed, you will need to login with your email address and the password you just created.



Grant
Screening admin portal

Welcome Back !
Sign in to continue to screening admin portal.

Email address
kelly@customer.com

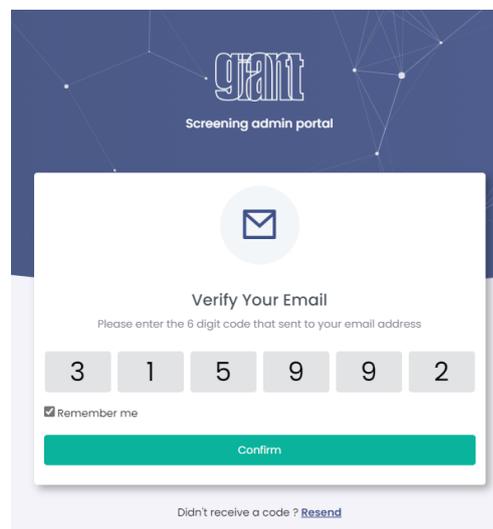
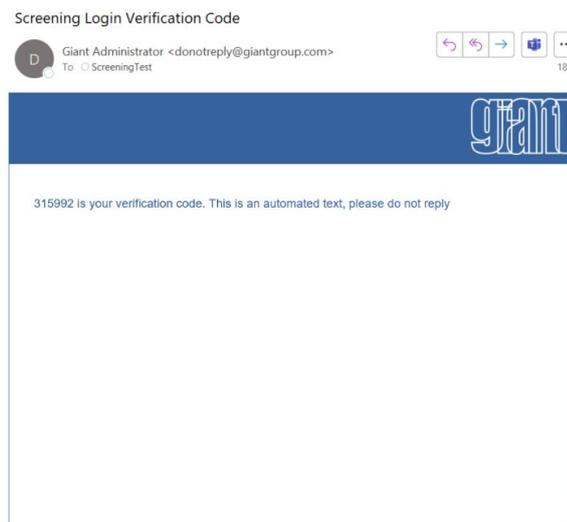
Password
.....

[Forgot password?](#)

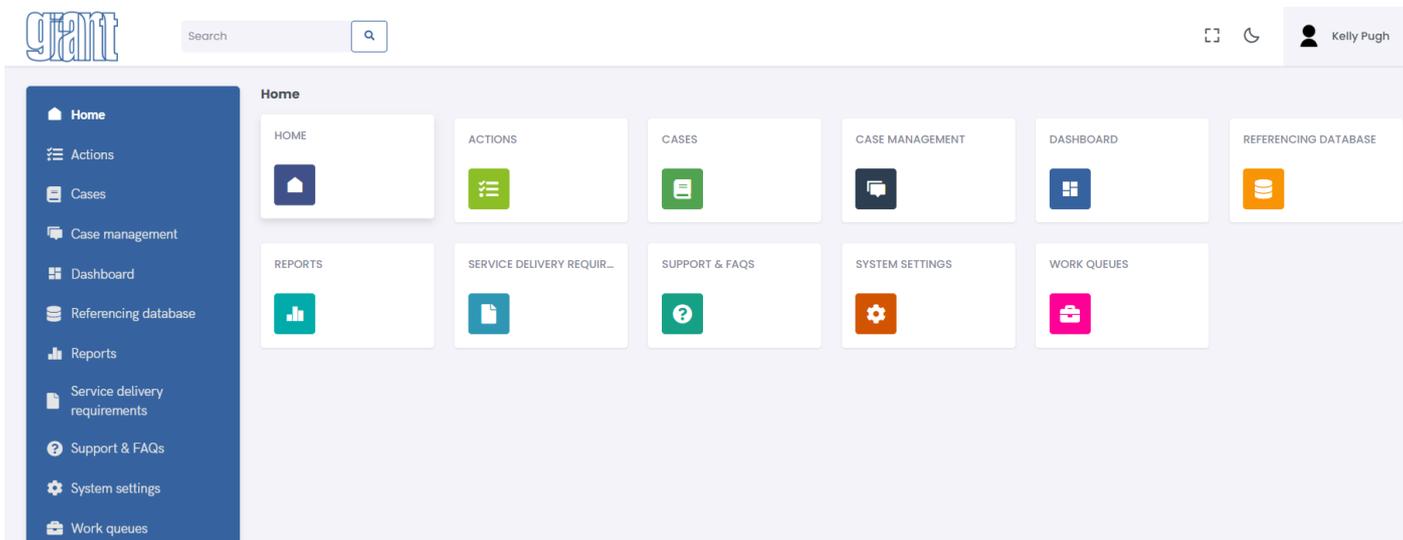
Sign in

The system has multi factor authentication and each time you login a verification code will be sent to your email address.

- This usually takes 30 seconds – 1 minute. If the code is not received with a few minutes, you can click to “resend”
- If you click “remember me”, your session authentication will be saved for 9 hours
- 30 minutes of inactivity within this time will log you out, but no code will be needed to log back in.



- When successfully logged in, you will land on the home page



The home page has links to the menu items and is currently in development for a release to include giant updates, system announcements and customer specific information.

System administrator user view is shown in example.

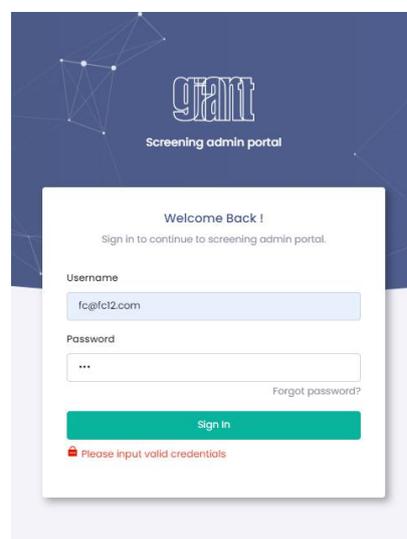
Customer users will be able to view:

- **Cases**
To view all cases, filter by specific criteria and add new candidates
- **Dashboard**
To view an overview of all cases, the status, and any escalation
(A customer dashboard toggle view is soon be released, showing turnaround times, workflow usage and more customer centric metrics).
- **Reports**
To view system MI and Case status reports. Future releases will see more reporting features added.
- **Service delivery requirements**
To view the compliance matrix for all compliance packages, and candidate SLA performance for specific cases or specific criteria.

How to request a new password

- Click forgot password to generate new link via email.
- Click the link in email to create a new password.
- Confirm the new password, meeting the set requirements.

If an email is not received within 10 mins, click to reset again, or contact systemsupport@giantgroup.com



Starting a new case

Add new case

Candidate cases can be added from the homepage, dashboard, as well the case page:

<https://giantscreening.onlinesacs.com/admin/cases/startCases>

- Confirm the customer account from the dropdown.
- Select the compliance package
- Enter candidate email address, name and telephone number*
- If any custom fields are required, these will be shown.
- If the package includes a Standard or Enhanced DBS check you will need to confirm the position, level of check and workforce settings.
- You can also add a unique note for this candidate which will be displayed on the welcome screen of the candidates portal.

**This is not mandatory, but if entered will allow us to contact the candidate via SMS before the application is submitted.*

Click **start and notify candidate** to start the screening process and initiate the candidate login emails.



Search



Home

Add new case

Start case

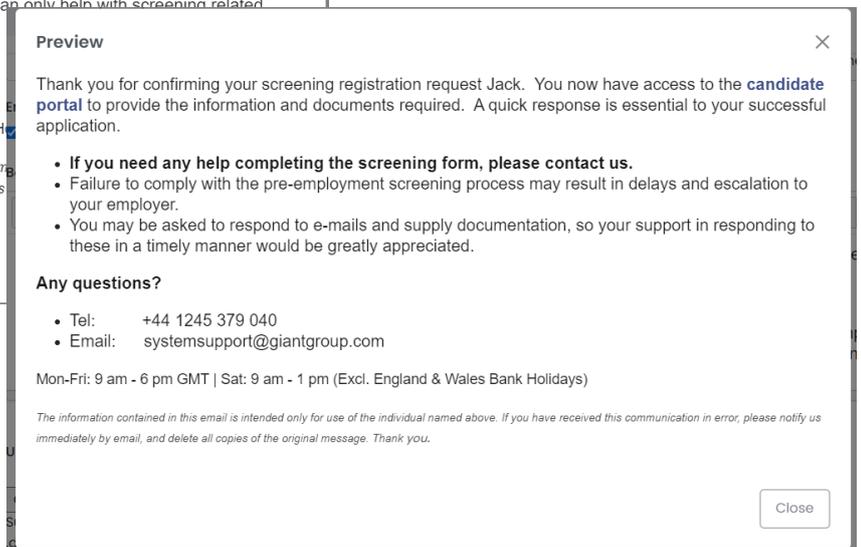
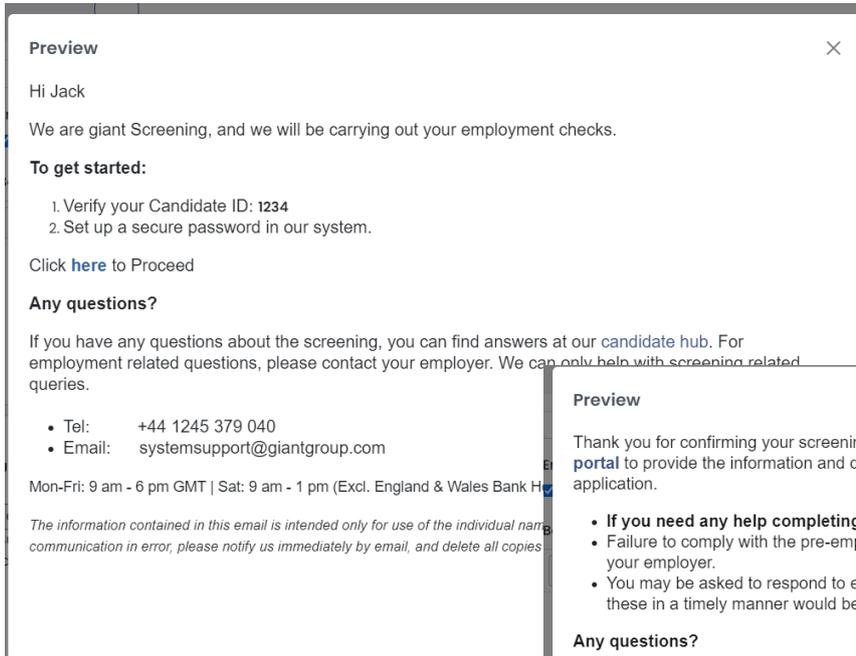
| | | |
|------------------|---------------------------|--------------------------|
| Customer * | Compliance package * | Email * |
| Select Customer | Select Compliance package | Email |
| Title | First name * | Last name * |
| Select Title | First name | Last name |
| Contact number | Note for candidate | Note for giant screening |
| +44 121 234 5678 | | |

Compliance package average turnaround time = 0 days

[Start and Notify Candidate](#) [Cancel](#)

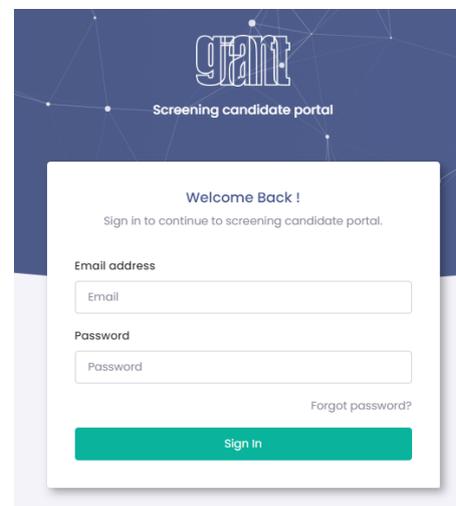
The candidate login process.

When the screening process is initiated, the candidate receives an email to confirm the screening registration process. **Your company branding is applied to all emails.**



1. The candidate will click the **registration link** to enter the candidate ID and create a password to validate the candidate portal account.
2. They will be sent a one-time **verification code** to enter with the password.
3. When the password and verification code have been accepted. The candidate will be required to **login** using the details they have just provided.

*This allows the candidate to securely log back in at any time during the application process, and **after** submission to check the progress of the screening and provide more information when required.*



Checking the progress of screening checks

When the case has been created, it is visible in the case table at the status of “awaiting submission”
Email reminders are being sent to the candidate, as well as tailored SMS communication, and where required – WhatsApp.

- When the candidate submits the application, it will show as “Candidate submitted” until all contactable referees have been sent a reference request.
- Any data check packages will be automated to “In progress” as soon as the application has been submitted.
- When the case has been submitted by the candidate all candidate information and screening progress can be viewed.

Each section dropdown can be expanded to view the candidate information:

- **Candidate personal details**

Shows all candidate personal details, addresses and other names.

- **Disclosure identity details**

Details of the identity documents provided during the criminal check application.

The screenshot shows the 'Case details' page for case CR-612193. The 'Overview' section displays the following information:

| | | |
|------------------|---------------------------|------------------------------|
| Candidate name | Customer | Compliance package |
| Candidate Email | giant Demo | MASTER |
| Check started by | Requested by | Assigned advisor |
| 15/07/2023 | Asford Customer | Asford Customer |
| Completed by | Candidate completion date | Service delivery information |
| 28/07/2023 | | View |

The 'Candidate portal progression' section shows a list of checks:

- Name & Contact details
- DVLA check
- Documents & Forms
- Directorship check
- Address history
- Criminal records check
- Right to work

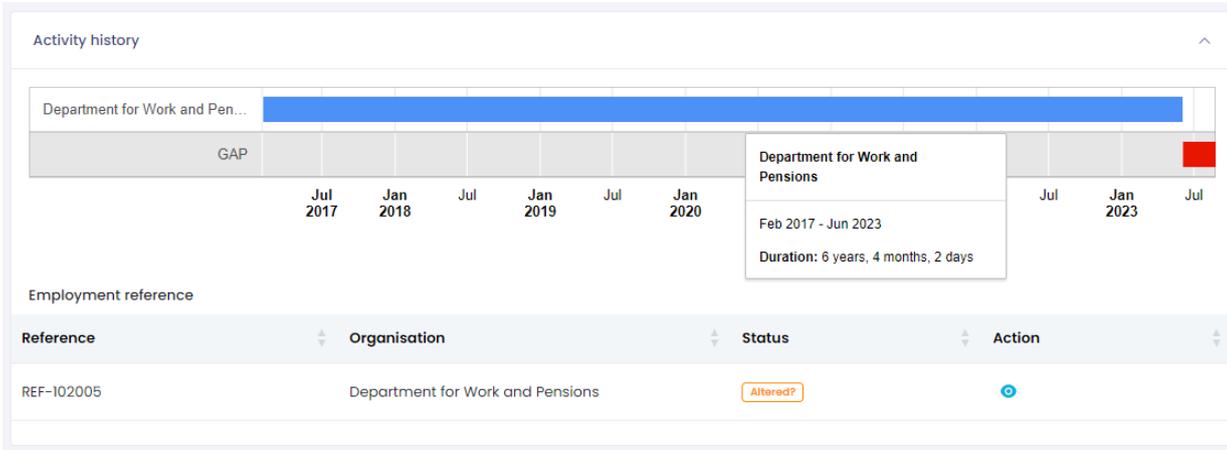
- **Datachecks**

An overview of all the data checks and the status. See results section for a more detailed view of each data check and how to check progress and results.

| Check | Requested | Completed | Status | Action |
|--------------------------------|------------|-----------|-----------------|--------|
| Eligibility to Work | 08/07/2023 | | Result recorded | |
| Basic: DBS | 08/07/2023 | | Result recorded | |
| Adverse financial history (UK) | 08/07/2023 | | Result recorded | |
| Adverse Media Search | 08/07/2023 | | Result recorded | |
| Sanctions | 08/07/2023 | | Result recorded | |
| Passport/VISA MRZ verification | 08/07/2023 | | Result recorded | |
| Directorship search (UK) | 08/07/2023 | | Result recorded | |
| Basic: DBS | 17/07/2023 | | Result recorded | |

- **Activity History**

A breakdown of the activity timeline provided, the references provided and their status.



- **Documents Submitted**

Documents uploaded during the candidate journey.

The figure shows a 'Document submitted' table with the following data:

| Type | Expiry date | Description | Status | Action |
|----------|-------------|-------------|----------|-------------------------|
| Passport | | | Accepted | Details |

- **Candidate Questions**

These are the questions asked during the candidate journey. Questions can be selected to be included in the candidate report.

The figure shows a 'Candidate questions' table with the following data:

| Name | Question group | Answer | Notes | Included in report |
|------------|-------------------------------|--------|----------------------------|--------------------|
| A question | Questions regarding your role | Yes | This is a test question... | No |

[Details](#)

Viewing the results.

Right to Work

When the applicant has submitted the screening application form, the right to work check results will be instantly available. All candidates provide right to work information during the candidate journey, and where this is a current UK passport, the digital result will be available from the case page.

How to view the results:

In the data check section, open the menu dropdown to view the checks included.

- When the status is **awaiting action**, the check has not yet been completed by the candidate.
- When the status is **awaiting result**, the check has been completed by the candidate and the results are ready to be updated. Users can click into the check section using the action button and refresh the page to bring through the result (*see below for breakdown of results*)
- When the status is **result recorded**, users can click into the check using the action button to view the status, which will be one of the following:

- **Requirements Met**

This means the candidate has completed the digital right to work check successfully and the home office requirements have been met.

This screen will confirm the result, show the various checks that have met the requirements and also provide a selfie image so you can conduct the likeness check and complete the RTW check.

The final PDF report will be added to the case documents within 2-4 hours.

- **Aborted**

This means the candidate has completed the digital right to work check successfully, but the home office requirements have **not been met**. This is typically due to the images not being successfully scanned, or the liveness checks and face scan not being successful.

We will provide confirmation that a face-to-face check is required to complete the RTW check aligning with the [Employer's guide to right to work checks](#):

Please note - The candidate has 3 attempts to successfully take these images during the inflight checks, and we provide full advice during the candidate journey screens to ensure the success rate remains high.

- **No current passport**

This means that the candidate does not have a current UK passport and is not in scope of digital right to work checks. An expired passport OR Birth certificate + Proof of NI will be uploaded by the candidate and a face-to-face check is required to complete the RTW check aligning with the [Employer's guide to right to work checks](#):

- **Share Code**

This means the candidate has provided a share code, which will be validated with the confirmation report uploaded to the case.

- **No share code**

This means that the candidate does not have a share code for validation and has provided supporting documentation from the [list of acceptable documents](#). A face-to-face check is required to complete the RTW check aligning with the [Employer's guide to right to work checks](#):

DBS ID validation (IDVT)

When the applicant has submitted the screening application form, the DBS IDVT check results will be instantly available. All candidates will go through the IDVT process in the screening form, and when submitted the digital result will be available from the case page.

How to view the results:

In the data check section, open the menu dropdown to view the checks included.

Basic/Standard/Enhanced IDVT

- When the status is **awaiting action**, the check has not yet been completed by the candidate.
- When the status is **awaiting result**, the check has been completed by the candidate and the results are ready to be updated. Users can click into the check section using the action button and refresh the page to bring through the result (*see below for breakdown of results*)
- When the status is **result recorded**, users can click into the check using the action button to view the status, which will be one of the following:

- **Requirements Met**

This means the candidate has completed the digital check successfully and the DBS Digital ID Validation requirements have been met.

This screen will confirm the result, show the various checks that have met the requirements and also provide a selfie image.

The final PDF report will be added to the case documents within 2-4 hours.

- **Aborted**

This means the candidate has completed the digital right to work check successfully, but the DBS Digital ID Validation requirements have **not been met**. This is typically due to the images not being successfully scanned, or the liveness checks and face scan not being successful.

We will provide confirmation that original documents must be seen and confirmed by an ID Verifier to meet the DBS ID validation requirements allowing us to submit the DBS application for processing.

Please note - *The candidate has 3 attempts to successfully take these images during the in flight checks, and we provide full advice during the candidate journey screens to ensure the success rate remains high.*

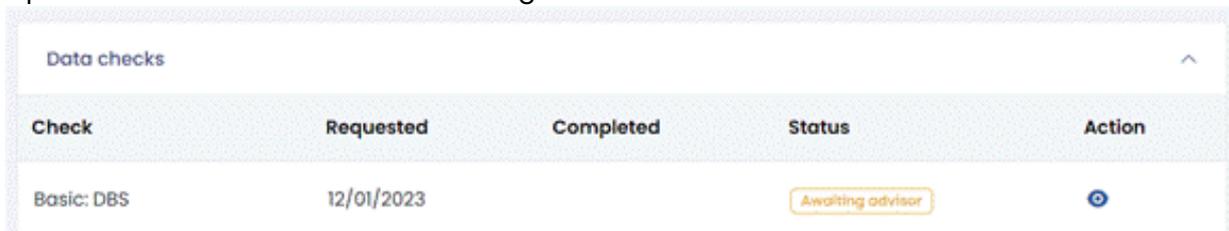
ID Verifier Action

When the digital ID check shows the requirements have not been met, we require confirmation from the user / ID Verifier, that the original documents have been seen.

- We will send a system notification email when this action is required.
- We will always confirm the documents uploaded to the portal by the candidate meet the ID validation requirements before asking you to verify.
- Until the ID has been verified, the DBS application will not be submitted.
- Reminders will be sent to the relevant users until the ID is verified, or until the checks are cancelled.

How to verify the ID

1. Login to the system to view the case (*We will confirm the case ID in the email notification*)
2. Open the data check section and Navigate to Basic DBS



| Check | Requested | Completed | Status | Action |
|------------|------------|-----------|------------------|--------|
| Basic: DBS | 12/01/2023 | | Awaiting advisor | |

3. Click the **action** button to enter the DBS screen and navigate to Identify evidence section towards the bottom of the page.
4. Use the VIEW buttons to assess the documents provided and check against name and address details.



| Type | Action |
|---|--------|
| Current driving licence photocard - (full or provisional) | |
| Council Tax statement | |

5. Open the Identity verification section and tick the box to confirm these documents have been seen and verified.
6. Enter the name of the person who reviewed them.



Identity verified

Evidence review By

7. Click Confirm ID to progress the application to the counter signatory stage.
8. You do not need to do anything more. The application will be checked, countersigned and submitted for processing.

Criminal record checks

When the applicant has submitted the screening application form, the criminal check will be processed when the required Identification and supporting documents have been verified (depending on the level of check requested)

- **Awaiting Advisor**

This means that the candidate has submitted the application, and the Identification must now be verified before being submitted to the DBS/Disclosure Scotland for processing.

When a digital result shows the IDVT requirements have been met, we will confirm that ID has been verified and submitted the application for processing.

- **Awaiting ID Verifier**

When a digital result shows the IDVT requirements have NOT been met, the customer/user will receive a system email notification to confirm original documents must be seen and verified in the system.

- **Awaiting Countersignatory**

This means that the ID has been verified and the application is ready for countersigning. Our team will conduct final checks before submitting the application for processing.

- **Awaiting Result**

This means that the application has been verified and submitted. Depending on the level of check requested, results are typically available within 1-14 days.

- **Result Recorded**

This means that the application has been completed and the results have been recorded. The result will be:

- a) **Clear** – Certificate contains no information.
- b) **Refer** – Please wait for disclosure certificate to view the information disclosed.

Case communication, updates and screening actions

All system notes, actions and communication can be viewed in the case page "View Actions" This will show all cases notes and actions, outstanding and completed.

If there are any notes or actions that are still being processed or require further action from us, the case page section will show a dropdown for these comments. If no dropdown appears at the top, this means there are no outstanding actions for this case.

As a user, you can ask a question about a case using the chat section at the bottom right of the screen.



We will provide an answer and send you an email asking you to login and view the answer here.

| Advisor | Action | Performed at | Follow up by | Notes | Actions |
|------------|------------------------|---------------------|--------------|--------|---------|
| Kelly Pugh | Need further Documents | 24/03/2023 17:58:27 | 06/03/2023 | testin | |

Showing 1 to 1 of 1 entries

Previous **1** Next

Completed actions

| Advisor | Action | Performed at | Follow up by | Notes |
|------------|-------------------|---------------------|--------------|---|
| Kelly Pugh | Emailed Candidate | | | |
| Kelly Pugh | closed documents | 07/03/2023 06:45:03 | 08/03/2023 | called candidate - not available please call back |
| Kelly Pugh | called Client | 07/03/2023 06:46:16 | 15/03/2023 | need response from customer - email sent |

Showing 1 to 3 of 3 entries

Previous **1** Next

Questions

| Question | Asked by | Asked at | Answer | Answered by | Answered at |
|---|------------|---------------------|--|-------------|---------------------|
| how long will this check take | Kelly Pugh | 17/03/2023 12:00 AM | | | |
| HOW long will this take to complete | Kelly Pugh | 15/03/2023 12:00 AM | test | Kelly Pugh | 17/03/2023 12:00 AM |
| when will this check be completed - what is outstanding please? | Kelly Pugh | 07/03/2023 12:00 AM | average turnaround time is 10 days - please check the case for an overview of what remains outstanding | Kelly Pugh | 07/03/2023 12:00 AM |

Showing 1 to 3 of 3 entries

Previous **1** Next

Back

2023 © Grant Screening

Searching and filtering cases

You can use the search box to search by name, email address, package etc...



Search result

example

[Candidate detail](#) [Referee detail](#)

Show 10 entries

| Case ref | Customer | Candidate | Email address | Start date | Compliance package |
|-----------|----------|-------------------|---------------|------------|--------------------|
| CR-500397 | KP T2 | Candidate Example | tues@demo.com | 07/03/2023 | March testing |

Case status Overdue

Advisor Kelly Pugh

- To view the status of **all** candidates, click "cases" on the system menu to view all cases. You can filter by date range, compliance package, status and more.



Cases

Show entries

| Case ref | Customer | Candidate | Start date | Compliance package | Case status |
|-----------|----------|-------------------|------------|--------------------|-------------------|
| CR-500737 | | Example Candidate | 24/07/2023 | Standard Check | Awaiting response |
| CR-500736 | | New Candidate | 24/07/2023 | Standard Check | Awaiting response |

Showing 1 to 2 of 2 entries

Filters Filter applied

Customers

Start date - From

End date - To

Compliance package

Case status

Advisor

Important:

- When the filter has been applied, this will be retained as you move through each case and menu.
- The filter button colour will be **red**, and you must reset the filter to show all cases.
- Click the case reference number OR the view button to enter the case page.
- Each case will display, the candidate details, compliance package and important dates (started, submitted, completed)

Case details: CR-500655

Overview

| | | |
|--|---|---|
| Candidate name Kelly Pugh | Customer Sales Demo | Compliance package SalesDemo Package |
| Check started 27/06/2023 | Requested by Kelly Pugh | Assigned advisor Kelly Pugh |
| Complete by 04/07/2023 (SLA = 15 days) | Candidate completion date 28/06/2023 | Service delivery information |

- You can click service delivery information to get confirmation of the compliance package requirements. (This also forms part of our automated QC process).

The screenshot displays the 'Grant' compliance matrix interface. At the top, there is a search bar and a user profile for 'Kelly Pugh'. The main content area is titled 'Compliance matrix' and features several tabs: 'Standard Check', 'Finance check', 'Internal Finance check', 'Senior Role check', and 'Internal Senior Role check'. The 'Standard Check' tab is active, showing a section for 'Data checks & Employment/Educational verifications'. This section is divided into two columns: 'Data check selected' and 'Employment/Educational verifications'. The 'Data check selected' column lists 'Basic: DBS', 'Sanctions', 'Eligibility to Work', and 'Passport/VISA MRZ verification', all of which are marked with green checkmarks. The 'Employment/Educational verifications' column lists 'Referencing start', 'Minimum month employment history' (36), 'Minimum number of Activity referencing' (0), 'Maximum employment gap' (90), 'Gaps coverage' (marked with a green checkmark), and 'Activity referencing' (marked with a red cross). Below this section is an 'Other details' section, which is currently collapsed. A 'Back' button is located at the bottom right of the interface.

| Data checks & Employment/Educational verifications | |
|--|--|
| Data check selected | Employment/Educational verifications |
| Basic: DBS | Referencing start |
| Sanctions | Minimum month employment history 36 |
| Eligibility to Work | Minimum number of Activity referencing 0 |
| Passport/VISA MRZ verification | Maximum employment gap 90 |
| | Gaps coverage |
| | Activity referencing |

The status and outstanding data checks, references and documents are shown down in the right-hand side section of the case.

How to cancel the screening

Customers can cancel the screening at any time by clicking "cancel case" on the case page menu. This will stop all reminders for candidates and referees relating to the screening case. You will be asked to confirm and add a reason for cancellation.

Cancelled cases cannot be restarted, a new check should be added to the system when required.

The screenshot shows the 'Case details' page for CR-500655. The left sidebar has a 'Case details' menu with 'Cancel case' highlighted. A modal window titled 'Cancel case' is open, asking for confirmation and a reason for cancellation. The modal text reads: 'Are you sure you want to cancel this case? All aspects of this case will be cancelled, no further communication will be sent out, however outstanding references may come back.' Below this is a 'Reason' field and a 'I am sure, cancel the case' button.

Downloading the final case report.

When the screening has been completed, we will send you an email letting you know that the final case report is available for download from the case page. The final case report provides all the screening results alongside all documents provided during the screening process.

The screenshot shows the 'Case details' page for CR-610169. The status is 'Completed'. A 'Download PDF report' button is highlighted in the top right. A modal window is open showing a PDF download link: 'CR-612209_CaseFinalReport.pdf' with a blob URL and a 'Show in folder' link.