



bchex

02/12/2025 Version 2.0

Teamtailor



Bchex Support Document

1. Introduction of Bchex

We are an AI-enabled background screening company that delivers fast, accurate background checks with a conscience. Our screens are not just high-quality background screens, but we give every employer the ability to find out more truth about their future team members. At the intersection of Accuracy and Humanity is where you find the truth. We want to ensure every deserving candidate gets a chance at meaningful work and volunteer opportunities. This is us becoming part of the solution of a kinder and more productive world.

By bringing a sense of humanity to the screening experience, we keep people and their workplaces safe while creating opportunities for those who deserve it. This is hiring for humanity.

What do we offer:

Superior technology that ensures speed and accuracy. Using AI-powered, next-gen tech creates client confidence. Knowing they're using the newest tech makes them understand they're getting the best results.

Ease of use. Our technological solutions make the process easy for both applicants and customers.

Customer service. Our service ratings are among the best across many industries. Clients know that they will get immediate and comprehensive customer service.

A unique, context-focused approach. Our context-based hiring allows customers to get a real picture of their candidates, ensuring that they hire the right person for the right job.

2. How to enable integration

If you are connected with Bchex then simply ask Bchex to set up a Merge integration and set up a linked account through merge to your Teamtailor account.



You will need to provide:

- Administrative email
- Teamtailor API key (settings >Integrations>API keys)
- Data processing region

If you need steps on how to access this information, please view the [Account Information section](#) below.

Additional Requirements:

- Applicant Express enabled for your account through Bchex

This is handled through Bchex. You can reach out to Client Services if you need this enabled or are unsure if it is active for your account.

If you aren't associated with Bchex, then simply connect with Bchex and provide the information as mentioned above. The contact details for Client Support are given below.

Email ID : clientservices@bib.com Phone : 704-439-3900

3. Details regarding the integration

There is some required/mandatory job information needed for the background check; please see the steps below to ensure your platform is set up to run Bchex background checks.

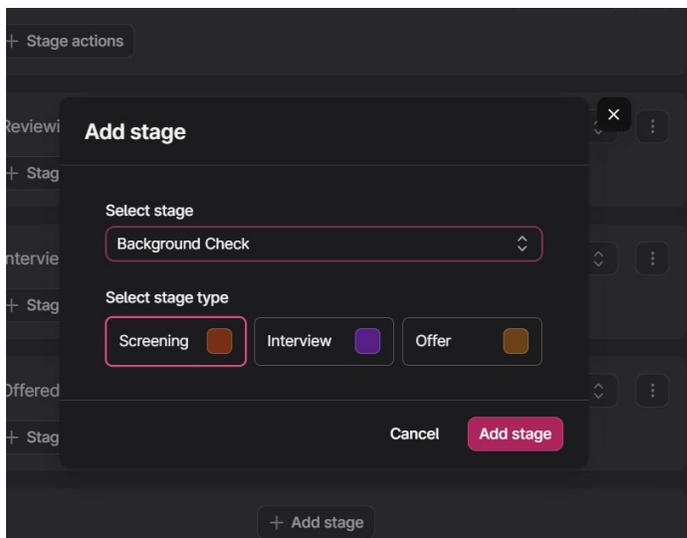
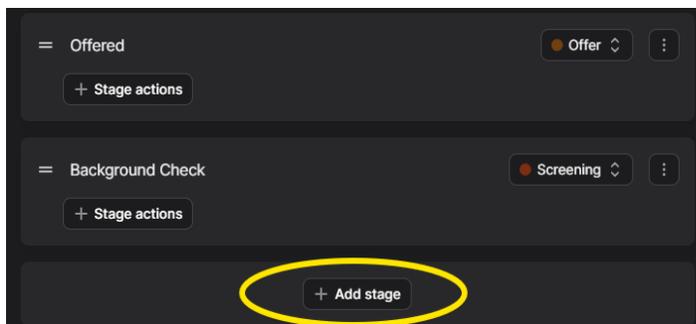
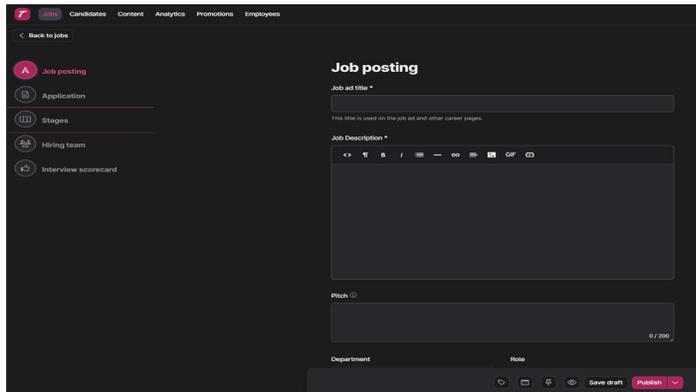
- **Background Check stage**
- **Packages custom field**

Background Check stage creation:

Every job must have the Background Check stage to process. This should be added when creatin a new job post. You can also add it after creation if this step is missed.

Job Creation:

During your process of creating a job you will see stages in the left sidebar. Select it and navigate to the Add stage section. Click select stage, if you already have the Background Check stage select it. If not then type 'Background Check' and hit ENTER.



Select which stage type you want the stage to fall under and click Add stage. You will be able to drag the stage to any part of your hiring process that you would like it to be located.

Package:



Packages are used to determine which type of background check will be processed for each job posting. Even if you only have one package for your account it will need to be selected for the job posting. The package will be combined with your Bchex comp code to ensure which account it belongs to. If you need assistance with your package options or comp code please contact client services.

1. Login your Teamtailor account with admin credentials. URL is as usual: <https://app.teamtailor.com/> Screenshot given below

Sign in

Region

EU (Ireland)

Email

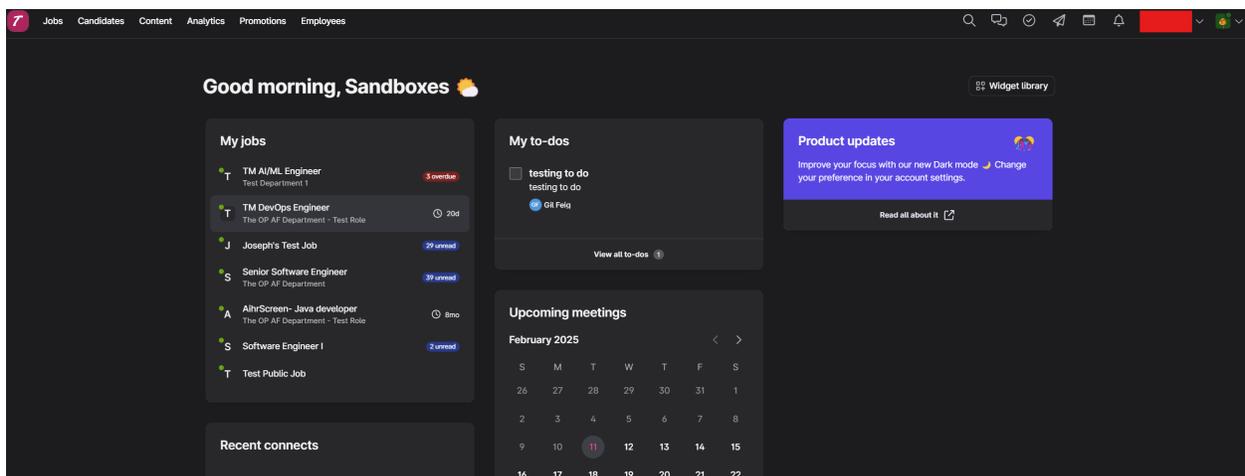
adminemail@domain.com

Password

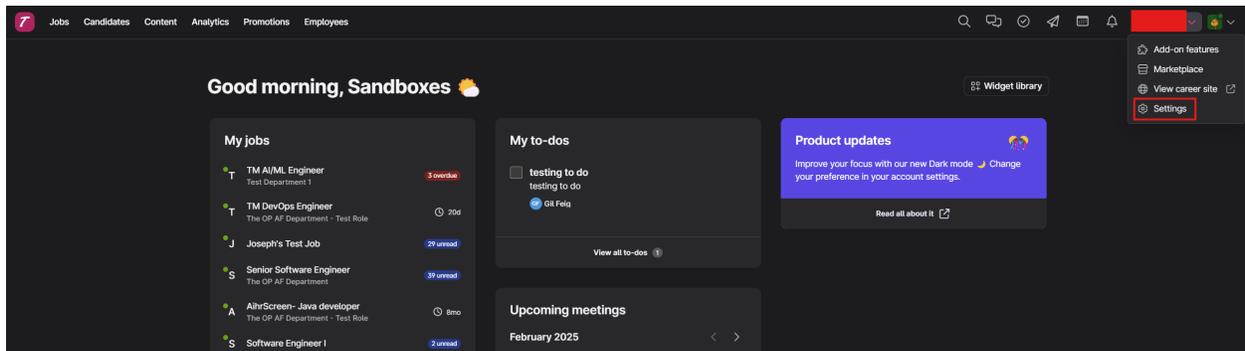
Sign in

Forgot password? Log in using SSO

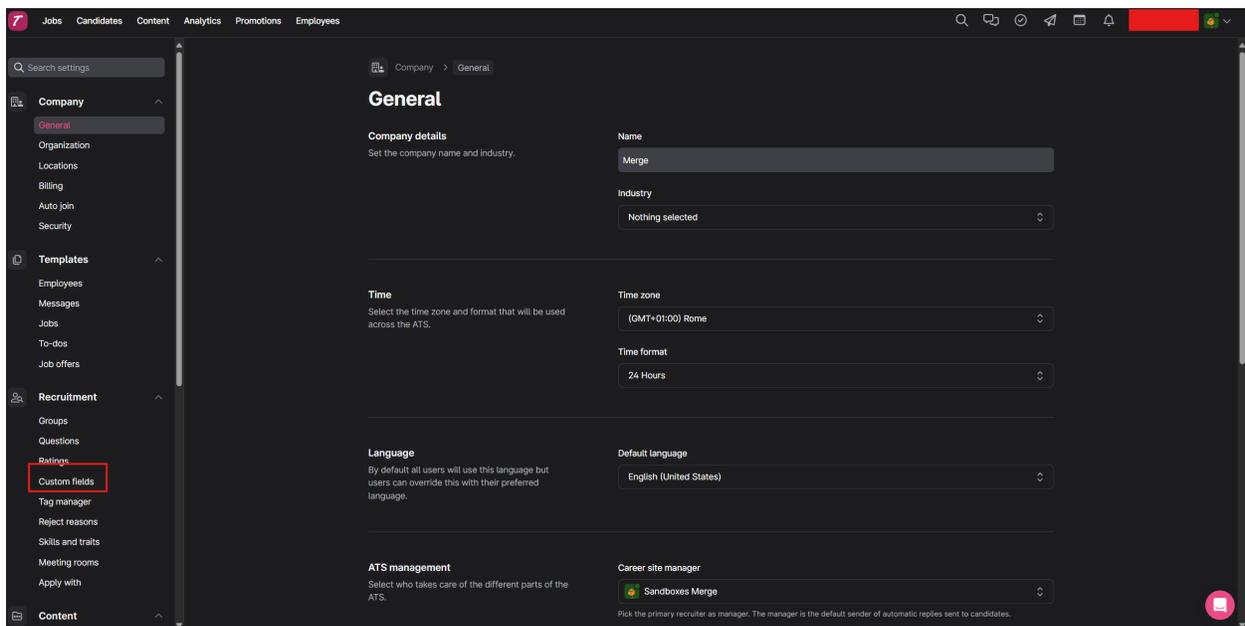
2. After logging in, you will find the dashboard screenshot given below.



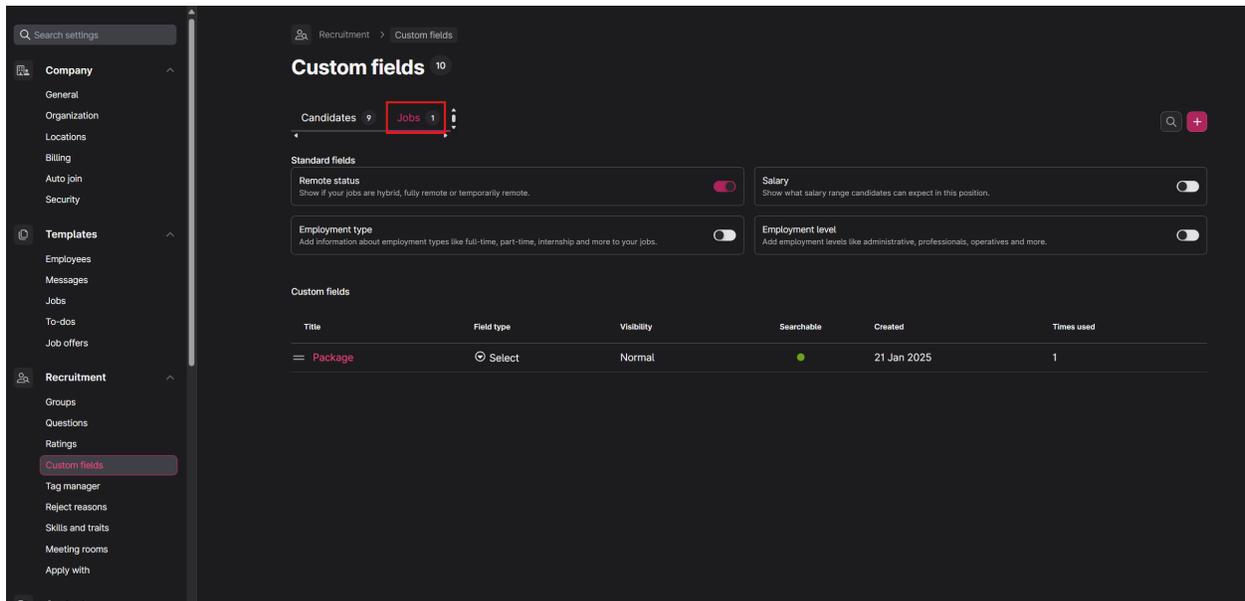
3. At the top right corner find the Settings link under the dropdown. Please check the screenshot given below for reference.



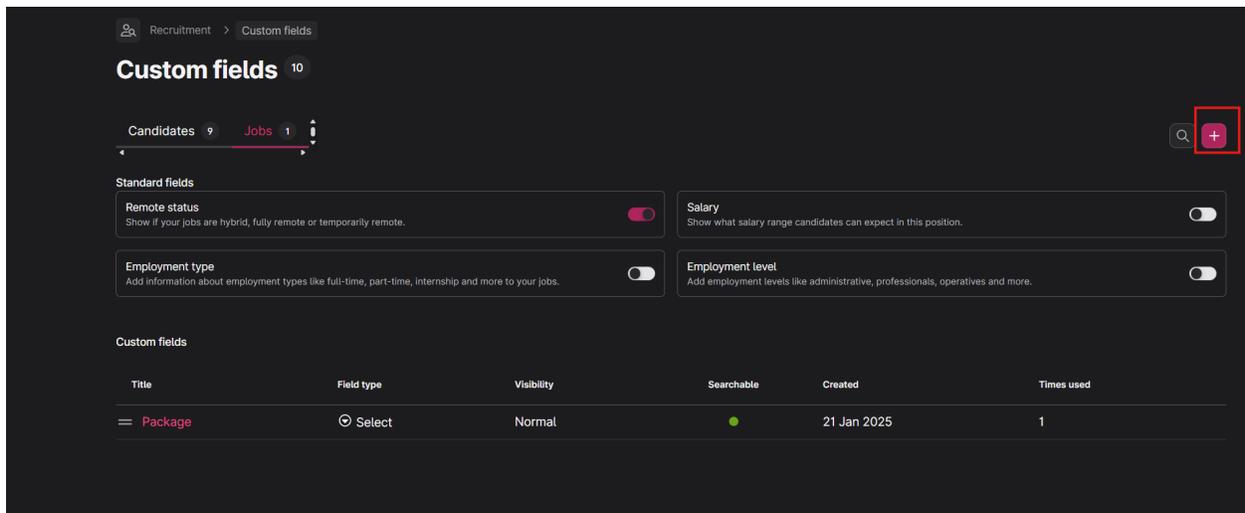
4. Under the Recruitment section in the sidebar select Custom fields.



5. Select the Jobs tab



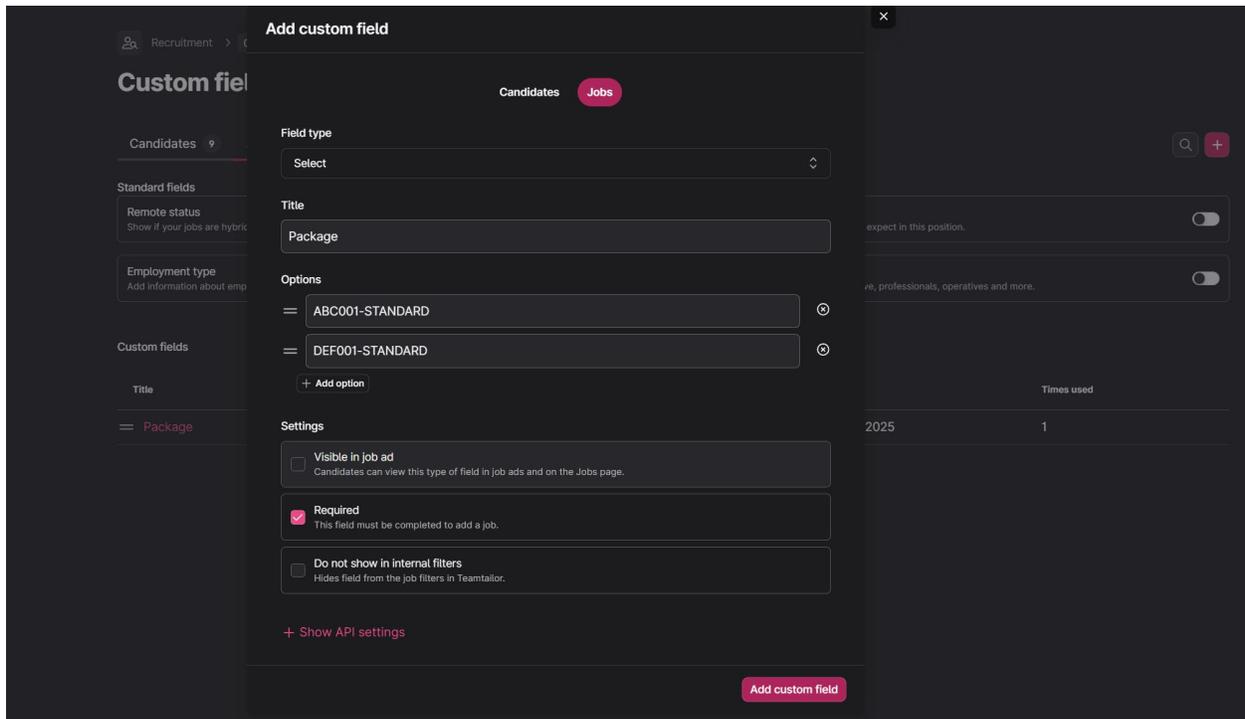
6. Select '+' to create a new custom field



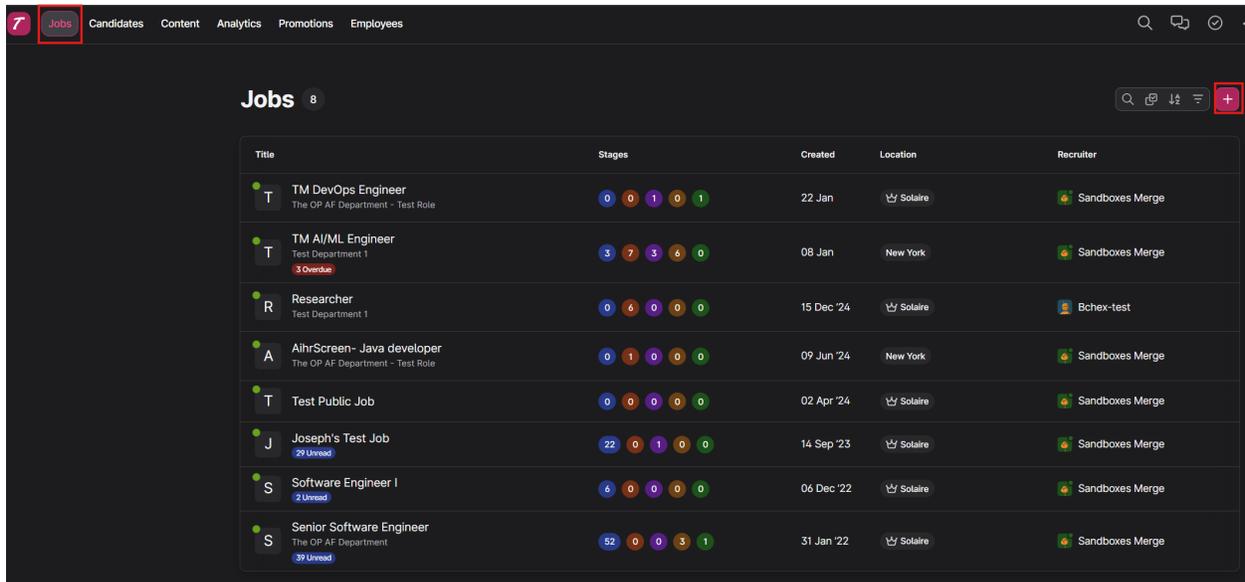
7. Create the Package custom field:

- **Field type: Select**
- **Title: Package**
- **Options – This is where you will add your comp code – Package list. If you have more than one comp code you will have to add the packages for each comp code.**
- **Check Required**

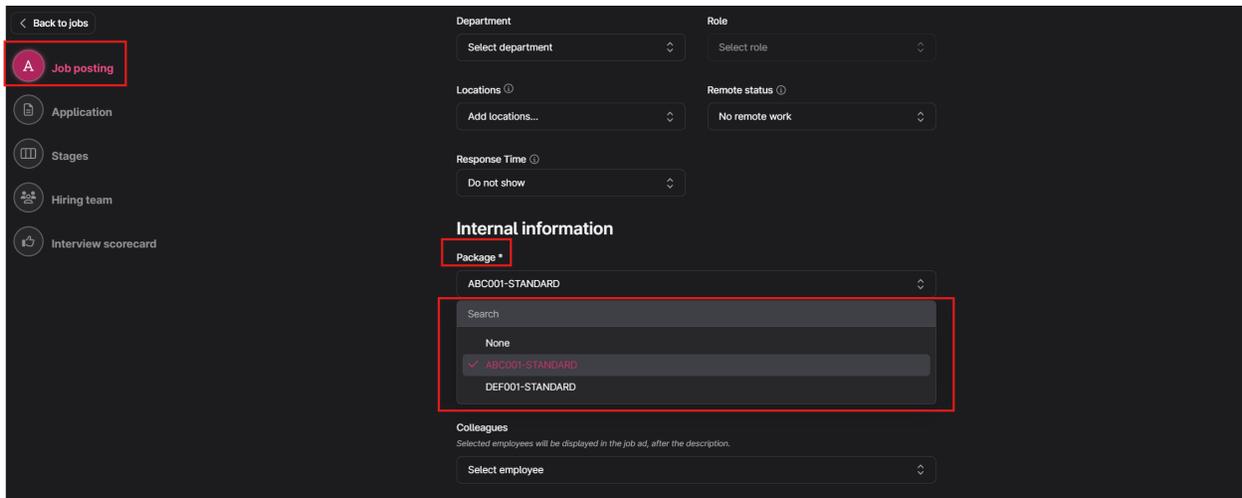
Click Add custom field and your custom Packages will now be available in your job posting.



8. Now when you are creating a job you will be able to select a package option.
From the Jobs tab create a new Job posting.



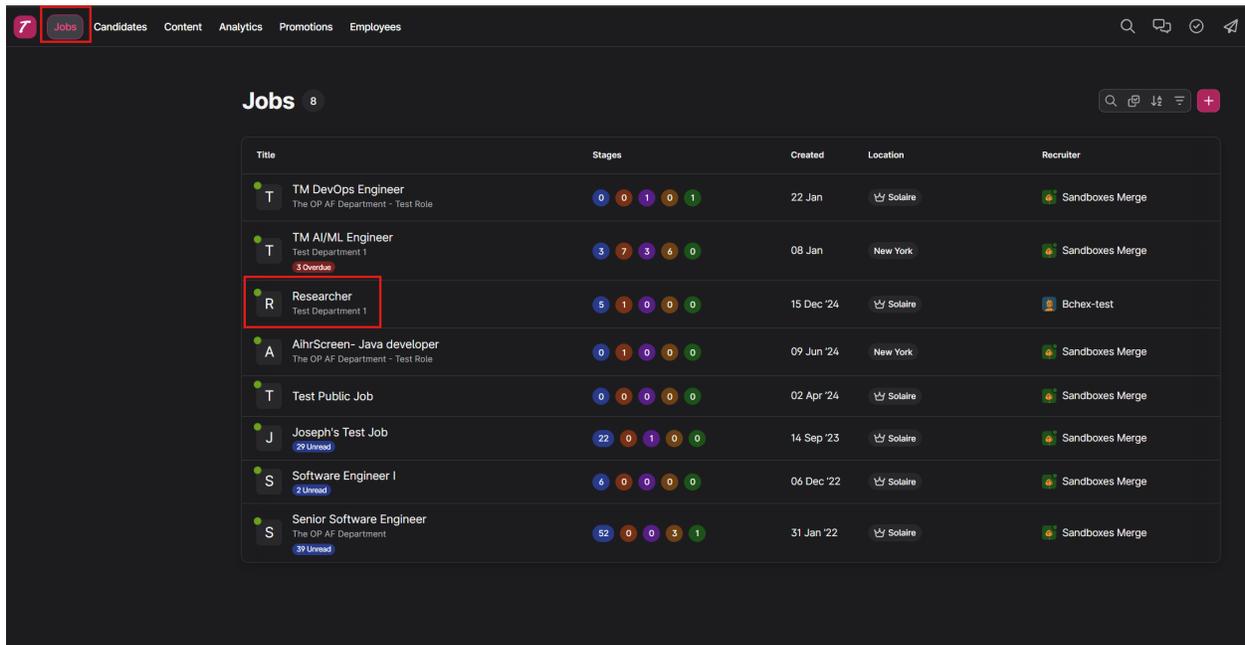
9. When you are creating a job scroll down in the Job Posting section until you see the Package custom field and select the comp code package combination that you need.



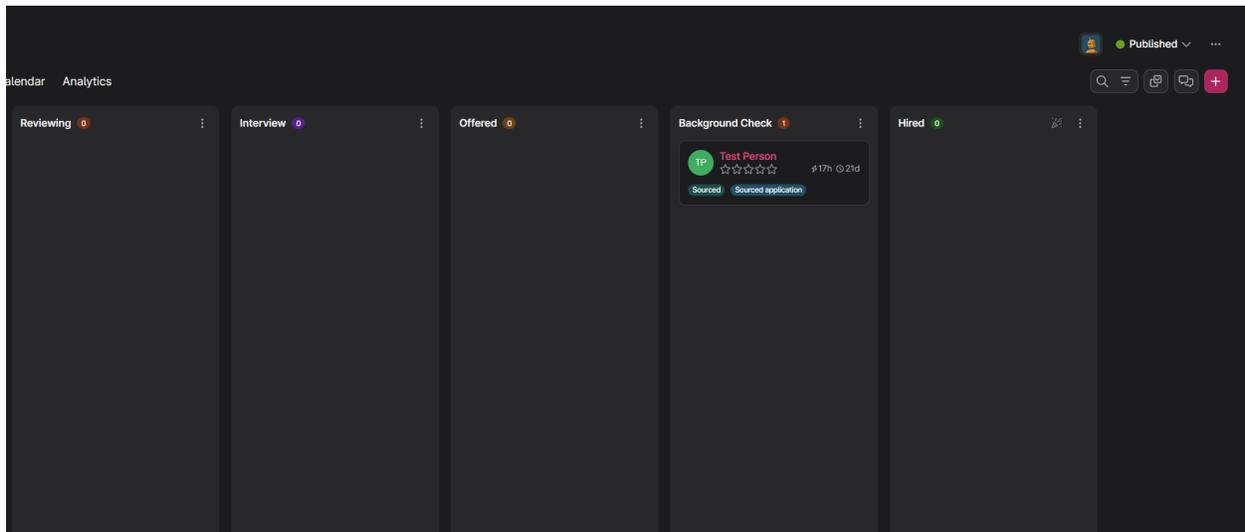
Background Check process:

To initiate a background check the candidate will need to move into the Background Check stage.

1. From the Jobs page select the job you want to initiate background check.



2. Once a candidate moves into the Background Check stage, Bchex will be notified and send an Applicant Express email to the candidate.

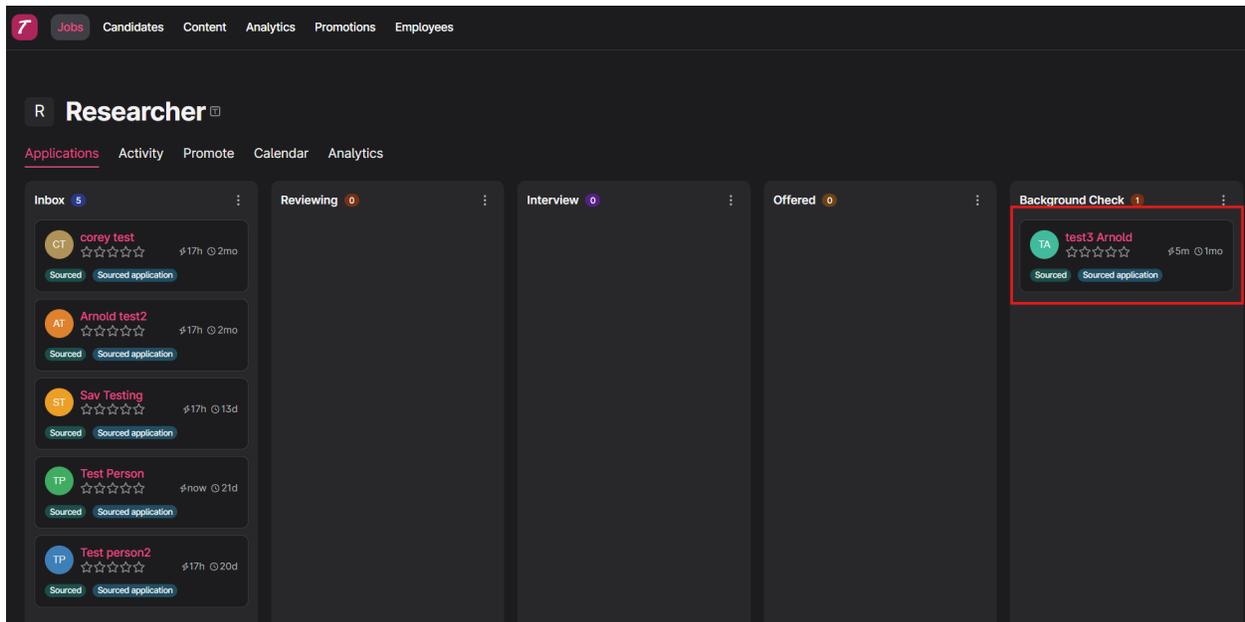


3. When the background check is completed, an email will be sent to the hiring manager with the candidate's name.
4. The Background Check report will be attached to the candidate where you can reject or move the candidate to the next stage. To access the report, navigate to the job posting that the candidate belongs to.

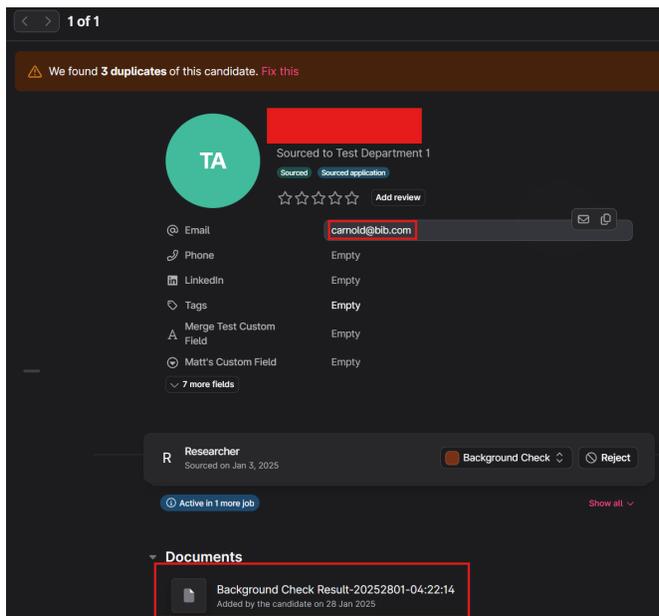
The screenshot shows the 'Jobs' page with a table of job postings. The table has columns for Title, Stages, Created, Location, and Recruiter. The data is as follows:

Title	Stages	Created	Location	Recruiter
TM DevOps Engineer The OP AF Department - Test Role	0 0 1 0 1	22 Jan	Solaire	Sandboxes Merge
TM AI/ML Engineer Test Department 1 3 Overdue	3 7 3 6 0	08 Jan	New York	Sandboxes Merge
Researcher Test Department 1	4 2 0 0 0	15 Dec '24	Solaire	Bchex-test
AIhrScreen- Java developer The OP AF Department - Test Role	0 1 0 0 0	09 Jun '24	New York	Sandboxes Merge

5. Click on the candidate in the background check stage.



6. Locate the Background check result in the documents section of the candidate profile.



7. The report will give you full details of all searches completed to make a decision.

BACKGROUND REPORT

🖨️ Print ● Status: COMPLETE



SSN: [REDACTED] DOB: [REDACTED]

Address:
111 test way
MOORESVILLE, NC 28115

Order Information:

Ordered on 01/28/2025
Completed on 01/28/2025

INVESTIGATIVE (MINIMUM 7 YEARS INCLUDED)

<p>🏠 State Criminal Court Search</p> <p>▶ STATEWIDE-NC: No Reportable Records Found</p> <p style="text-align: right; color: green;">CLEARED ✓</p>
<p>🛡️ Nationwide with Sex Offender and Security Watch</p> <p>▶ COMPREHENSIVE CRIMINAL-CC: No Reportable Records Found</p> <p style="text-align: right; color: green;">CLEARED ✓</p>

DISCLAIMER: All users of the information provided within this report must adhere to the guidelines set forth by the Fair Credit Reporting Act (FCRA), and the Drivers Privacy Protection Act (DPPA). In addition, all users of this information understand that the provider of these reports cannot guarantee or be held responsible for the accuracy or completeness of this report.

IMPORTANT: Bchex will assess the Hiring Manager on each job that is posted. The Hiring manager must be in Bchex's system or else the background check will not be processed. If there are any questions about this, please contact Client Services at clientservices@bib.com.

There is some required/mandatory candidate information needed for the background check; please check the required fields listed below.

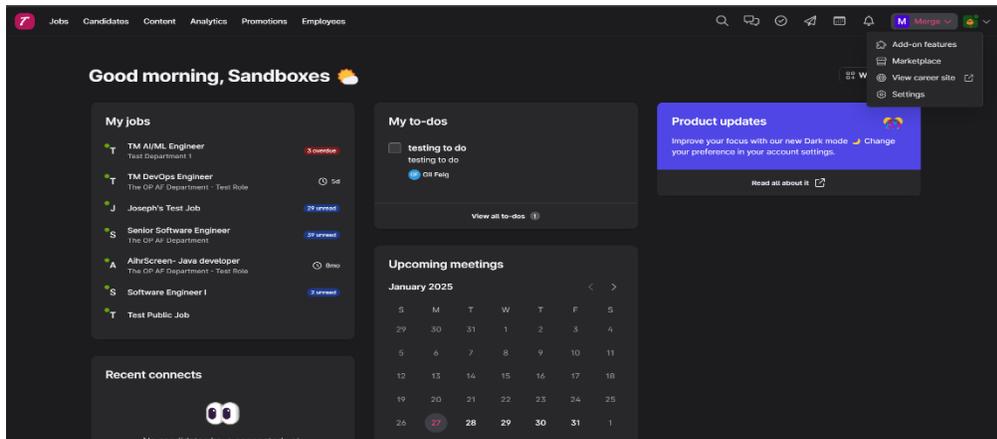
- First Name
- Last Name
- Email

IMPORTANT: You must fill out all mandatory fields or the background check will fail. If there is an error in any information missing, you can move the candidate back into the Background Check stage once the required information is added and the Background stage will be processed.

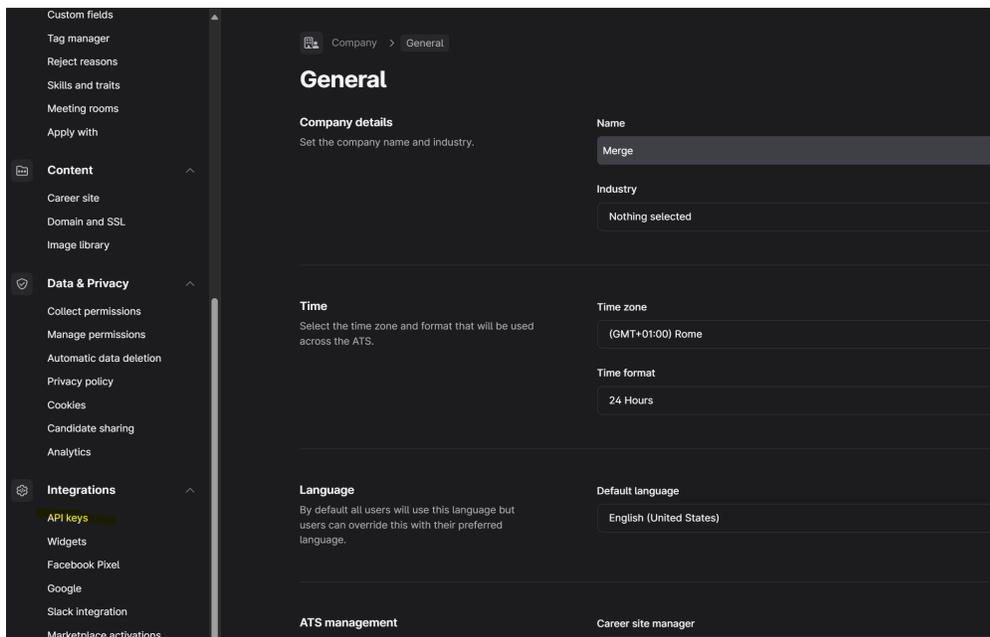
3. Accessing Required Account Information:

API Key:

- From the Dashboard select your account and settings in the top right corner.

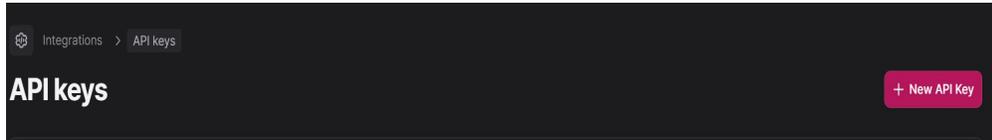


- Scroll down in the side bar until you see Integrations and select API keys.

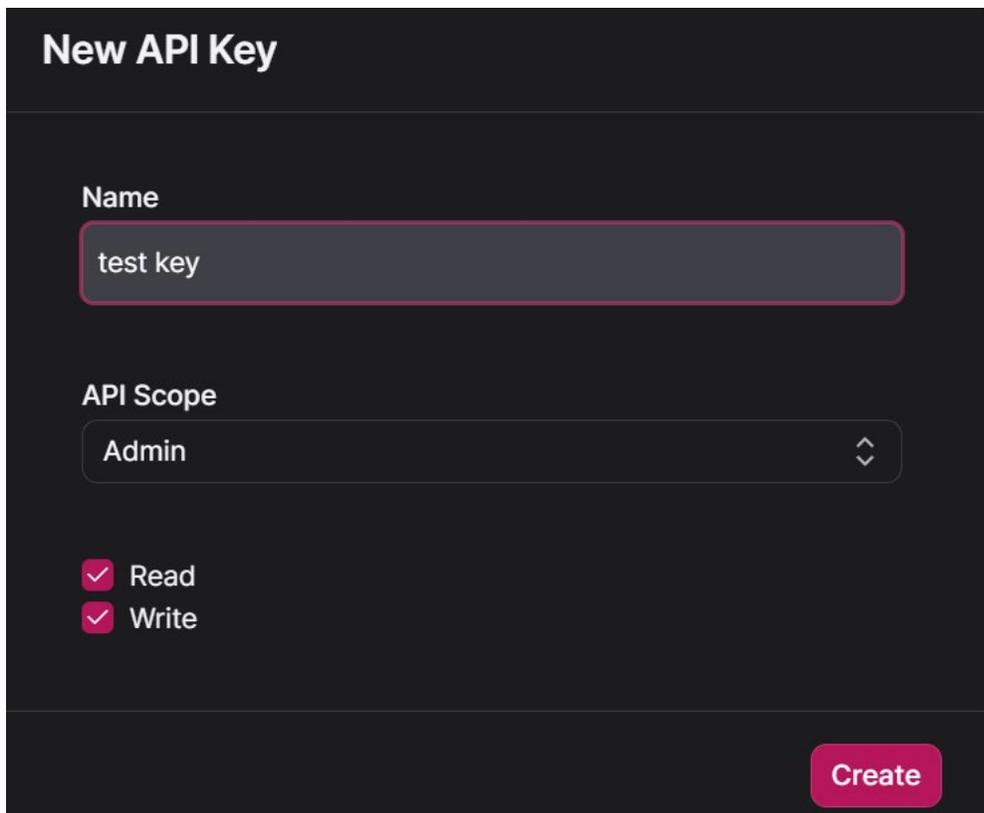


- If you already have an API key set up with admin Read/Write permissions, then copy the API key and give it along with the other required information to client services.

- If an API Key does not exist, then select the + New API Key button on the upper right of the page.



- In the modal give your API key a name, for API Scope select Admin, and check read and write. Then press Create and copy your newly created API key.



New API Key

Name

test key

API Scope

Admin

Read

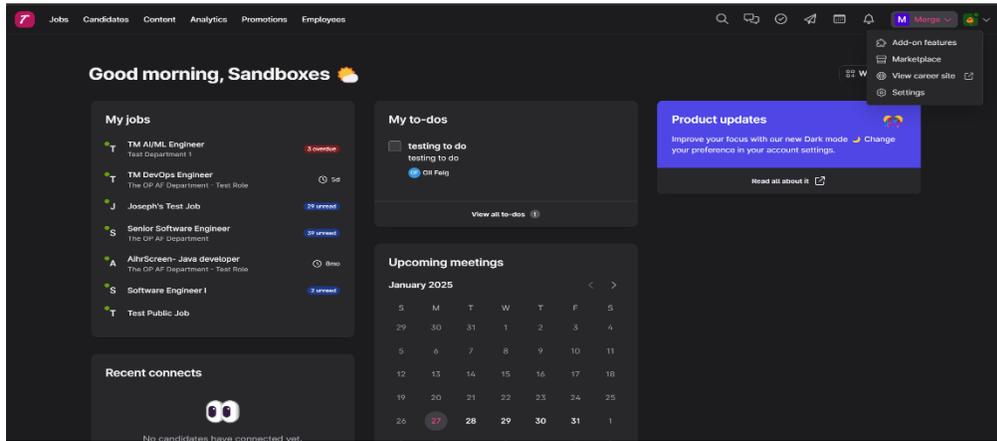
Write

Create

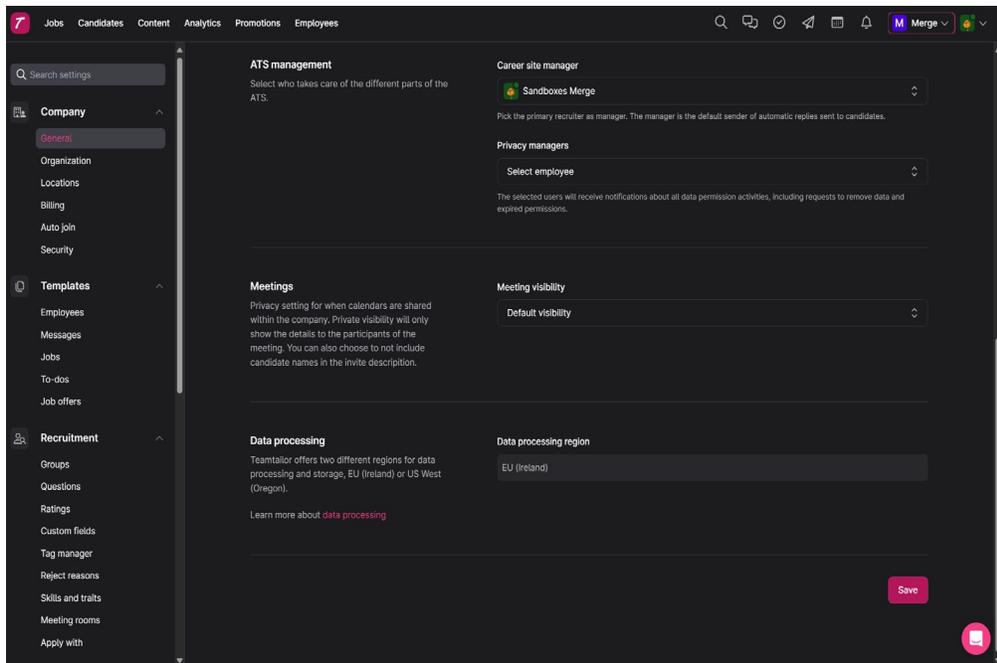
- You can now locate your API key on the API keys page and provide it to client services.

Data Processing Region:

- From the Dashboard select your account and settings in the top right corner.



Select the General tab and scroll to the bottom of the page. In the Data Processing section, you will find your region.



4. Support

For any type of inquiry you can contact our Client Support team, details are given below.

Email ID : clientservices@bib.com Phone : 704-439-3900.