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Introduction

SingleCheck Verification is an online tool used by companies hosted by Driver iQ. It is easy to use, simple to set up, and FREE to the requesting party. SingleCheck Verification can be accessed from each of the companies' websites and specific company links are provided in the reference materials at the end of this guide. In order to perform verifications using SingleCheck, users must first register with Driver iQ.

Driver iQ will validate the users' information to ensure the proper FCRA purpose (DOT Verification, Employment Verification, or Credit Verification) is assigned to the user account. Users get to the Registration page by clicking on the verification link on the specific company website (or by clicking on the link provided in the reference materials). If the user has questions about how to register or needs Technical Assistance, our Help Desk can be reached at 1-866-725-5294 from Monday to Friday between the hours of 8:00 am to 9:00 pm EST.
Registration Process
Users are only required to register once for SingleCheck Verification. Thereafter, the same client code, user name and password can be used on every carrier’s SingleCheck Verification site.

The user is asked to provide user’s Company Profile information to confirm that user has a valid FCRA Purpose for requesting the verifications. The screens below show the information needed for registration.

The fields with an * are required.

Your Company Profile

Make note of the Secret Question and Answer and keep in a safe place. It will be required when logging into the site for the first time.
Once all information is completed, click Save.

The user will receive a confirmation showing successful registration of the company.

An email will be sent directly to the User within a few minutes. If the email is not received, please check the spam or junk mail folder. If not received within 10 minutes, please contact us at 1-866-725-5294 or diqcustomerservice@cisive.com.

The email will look like this:

Date Requested: 10/09/2017

Name:

Welcome to Driver iQ. This account will provide you access to our SingleCheck employment verification service used by some of the largest carriers in the country. In addition to access to our employment verification service, you can also use this same user account to run a variety of background checks through CheckToHire.

You have been added as a user for the Driver iQ account for:

Please click on the following link, where you will be prompted to enter a username and password. Please note that the password is case-sensitive.

https://administ.carogroup.com/index.jsp?action=login&cmd=198&page_frame=wernerfr&hnb=1

Client ID:
Username:
Password:

Thank you.
Click on the link provided in the email.

Enter Client ID, User ID and Password provided in the email, and click Login.

User then must enter in the Secret Answer provided in the registration process.

User is asked to create a New Password (try one that is easier to remember). It must be at least 8 characters long and contain at least 1 number and 1 letter. Once complete click “Submit”.

Next, the user is taken to Step 3 in the Account Setup Process. **DO NOT CLICK BACK ON STEP 1 OR 2.**
The top half of the screen is an explanation of the icons assigned to Tasks in this process. The bottom half shows tasks users must complete prior to performing verifications. **This is a one-time event** and the e-signing process only takes a few minutes.

**Signing forms:**

User should click the links: Click here to enter/edit your data.

Choosing who will E-Sign the forms. Select user in drop down list, then click the green arrow next to “Save”.

Please select a name from the drop down.
The next task is completing the Federal Fair Credit Reporting Act General Certification. Click the link.

Driver iQ is a consumer reporting agency and needs to confirm the purpose for which you are requesting a Report.

The form defaults to whatever purpose was selected on the initial registration screen. However, there are multiple purposes listed on this document, and the purposes may be selected or unselected by clicking in the checkbox next to the purpose. More than one purpose may be selected.

NOTE – IF YOU ARE A TRUCKING COMPANY, OR PERFORMING EMPLOYMENT VERIFICATIONS FOR DOT/SAFETY SENSITIVE POSITIONS ON BEHALF OF A TRUCKING COMPANY, IN ORDER TO RECEIVE ACCIDENT HISTORY AND DRUG AND ALCOHOL RESULTS, EMPLOYMENT MUST BE ONE OF THE PURPOSES SELECTED ON THIS PAGE.

Please review the document, and click the yellow Submit button either at the top or bottom of the document.
Click the blue link **Sign Client Onboarding Federal FCRA General Certification**

**Step 3: Click to Sign**

E-signing the Federal Fair Credit Reporting Act User’s General Certification. This document was compiled based on all the information provided by User. Click "**Next**" twice to get to **Page 3** to e-sign the document.

There are 3 pages to this document. Click "**Next**" twice to get to signature page.

Click on the Pencil to e-sign:

Using the mouse, draw your signature in the box and click Accept.
A box appears asking User to confirm User's password. Type in the password User created, click the TAB key to exit the password box, click SIGN.

Password:

========

SIGN CANCEL

User can print a PDF of this document, or just click close.

In order to see next step the user will need to select close.

Last Task – sign California FCRA General Certification.

Use the same process as before, e-signing the California Fair Credit Reporting Act User’s General Certification. This document was compiled based on all the information provided by User.

Click “Next” twice to get to Page 3 to e-sign the document.
This time when signing, the form will have saved User’s signature and it asks if you would like to reuse it. Click YES.

Type in the password, click the TAB key to exit the password box, click SIGN.

Print and/or Close the Document

All tasks should be complete now!
Click the green arrow beside the word "Next" on bottom right of page.

CONGRATULATIONS!

YOU ARE READY TO GO!

You will be taken back to the Carrier’s SingleCheck Verification site to start requesting!

Performing a Verification Request

Once a user is registered, click on the SingleCheck Verification Link from the carrier website, or use one of the links from the index.

Enter Client ID, User ID, and Password and click Login.
User enters First Initial or First Name, Last Name, SSN and Purpose (2nd choice-DOT Employment if the verification is for a driver), click Search. Note: the records provided by each carrier vary somewhat review the information on the right side under the Welcome banner to ensure you are searching within their parameters.

The report will appear in the Results on the right side of screen.
Missing Record Request

If the record is incorrect or missing, click Submit a **missing record request**.

Additional information may be entered to assist the providing carrier with finding the employee information to complete the missing record request. Once complete, click Submit Request.

The carrier will be notified by email that a missing record request was submitted. Once the record is reviewed and updated or confirmed by the carrier, you will receive an email notification. At that time, return to the carrier’s SingleCheck Verification site, and request a **NEW SEARCH** for the employee in order to have the latest up-to-date record.
Viewing a Previous Request
User clicks on SingleCheck Verification link from one of the company websites or clicks on one of the links in the index.

User enters Client ID, User ID, and Password and clicks Login

Click on the Subject’s Name in the Search History (see red arrow below) and the report will appear on the right side of the screen.
DOT Requests
DOT Employment Verification requests will provide the requestor with Work History, Accident History and Drug and Alcohol History, if available.

In order to access DOT Drug and Alcohol Test Results, a requestor must provide a Drug and Alcohol Release form.

When Drug and Alcohol information is available, the user will be prompted to upload a release form or fax the form before the information will be provided to the requestor.

An Applicant Drug & Alcohol Release Form may be printed from the Download section of the website (left of the LOGOUT link). Click on Download, then select “DA Release_1.pdf”.

If user chooses to use the Upload File option, user must have the signed Release saved to their computer.

Once the Release is saved, user may proceed uploading the file by clicking “Choose File”, click on the browse button, select the file to upload and submit it by using the “Upload File” button.
If user only has a hard copy of the Release, user may click the checkbox by “I do not have a file to upload.” When that selection is made, user will receive a popup message.

“Please see task list for the next step in sending your documents to CARCO”.

Click OK.

Select “Submit.”
To print a fax cover sheet for the DOT Release, click the link [Click here to view/print the document].

A fax cover sheet will be created specific for this request and user will be prompted to save it. Click Save.

The document should download to user’s computer. Please check bottom left side of computer screen, and click on the document.

A fax cover sheet will appear which includes a barcode for this specific request.

Print the fax cover sheet. Fax the cover sheet along with the release to the number provided.
Viewing Drug & Alcohol Information

Once the Release has been uploaded or faxed, in the Search History box, click Refresh, and the D&A Leads column should change to “In Process.”

<table>
<thead>
<tr>
<th>Subject (L,F,M)</th>
<th>SSN</th>
<th>Last Updated</th>
<th>D&amp;A Leads [?]</th>
<th>Open Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>brockman, c</td>
<td>1936</td>
<td>04/10/15 18:23</td>
<td>Not Applicable</td>
<td>0</td>
</tr>
<tr>
<td>brockman, c</td>
<td>1936</td>
<td>04/10/15 18:29</td>
<td>Not Applicable</td>
<td>0</td>
</tr>
<tr>
<td>brockman, c</td>
<td>1936</td>
<td>04/10/15 18:35</td>
<td>Not Applicable</td>
<td>0</td>
</tr>
<tr>
<td>brockman, c</td>
<td>1936</td>
<td>04/10/15 18:26</td>
<td>Not Applicable</td>
<td>0</td>
</tr>
<tr>
<td>BROCKMAN, C</td>
<td>1936</td>
<td>04/10/15 18:40</td>
<td>Not Applicable</td>
<td>0</td>
</tr>
<tr>
<td>BROCKMAN, C</td>
<td>1936</td>
<td>04/10/15 18:42</td>
<td>Not Applicable</td>
<td>0</td>
</tr>
<tr>
<td>brockman, c</td>
<td>1936</td>
<td>04/10/15 19:11</td>
<td>?</td>
<td>0</td>
</tr>
<tr>
<td>martin, r</td>
<td>1993</td>
<td>04/30/15 12:33</td>
<td>In Process</td>
<td>0</td>
</tr>
<tr>
<td>belcher, l</td>
<td>2062</td>
<td>04/30/15 12:00</td>
<td>?</td>
<td>0</td>
</tr>
</tbody>
</table>

Once the Release has been reviewed and approved, the D&A Leads column will change to “Completed.”

Once the D&A column says Completed, to view the results, follow the instructions in the Viewing A Previous Request section of the guide.

Please review the details of the information provided on the Carrier’s SingleCheck Verification webpage (links provided in Reference Tools).
Salary Information

DRIVER IQ DOES NOT PROVIDE SALARY INFORMATION. SALARY INFORMATION IS NOT AVAILABLE THROUGH SINGLECHECK VERIFICATION.

Please go to the carrier SingleCheck Verification site and see the information Box to obtain contact information for Salary inquiries.

For Assistance, Click Here
Reference Tools – Client SingleCheck Verification Links

Cardinal  
https://admin.driveriq.com/index.jsp?action=login&cmd=198&page_frame=Cardinalfr&hnb=1

CFI  

CR England  

Central Trucking, Inc  

Decker  
https://admin.driveriq.com/index.jsp?action=login&cmd=198&page_frame=Deckerfr&hnb=1

Estes Expressline  

FFE (Frozen Food Express)  

Fortune Transportation  
https://admin.driveriq.com/index.jsp?action=login&cmd=198&page_frame=Fortunefr&hnb=1

Hermann Services  
https://admin.driveriq.com/index.jsp?action=login&cmd=198&page_frame=hermannfr&hnb=1

Hogan Transports, Inc.  
https://admin.driveriq.com/index.jsp?action=login&cmd=198&page_frame=Hoganfr&hnb=1

Horizon  
https://admin.driveriq.com/index.jsp?action=login&cmd=198&page_frame=horizonfr&hnb=1

JB Hunt  
https://admin.driveriq.com/index.jsp?action=login&cmd=198&page_frame=JBHuntfr&hnb=1

KLLM Transport Services  

Knight Transportation  
https://admin.driveriq.com/index.jsp?action=login&cmd=198&page_frame=knighthfr&hnb=1

Marten Transport  
https://admin.driveriq.com/index.jsp?action=login&cmd=198&page_frame=Martenfr&hnb=1

Maverick  
https://admin.driveriq.com/index.jsp?action=login&cmd=198&page_frame=maverickfr&hnb=1
Schneider National

Transport America
https://admin.driveriq.com/index.jsp?action=login&cmd=198&page_frame=transportfr&hnb=1

Werner
https://admin.driveriq.com/index.jsp?action=login&cmd=198&page_frame=Wernerfr&hnb=1

Driving School Records

RoadMaster
https://admin.driveriq.com/index.jsp?action=login&cmd=198&page_frame=Roadmasterfr&hnb=1