



Background Check User Guide

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Configuring Protect My Ministry

Rock ships with a seamless integration with Protect My Ministry for background checks. Below is a series of steps to get you up and running in no time.

Step 1: Sign-up

The first step in the process is to sign up for the Protect My Ministry service. To do this, start at the *Protect My Ministry* page under [Admin Tools > System Settings > Protect My Ministry](#).

Protect My Ministry Start Page:

Protect My Ministry

Home / System Settings / Protect My Ministry

Protect My Ministry

PROTECT MY MINISTRY

Protect Your Ministry
with just a few clicks...

Protect My Ministry provides integrated background checks to Rock. This makes it simple to ensure your ministry is safe and protected.

[Register For An Account](#)

Username *

Password *

[Save](#)

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Start by clicking the [Register For An Account](#)

This will open a new window where you will complete the Protect My Ministry user agreement and establish a username and password for the account.

Protect My Ministry Registration Page will look like this:



Please complete the form below to sign up:

Enter Client Code (if applicable):	<input type="text" value="Rock"/>
*Organization Name:	<input type="text"/>
*Street Address:	<input type="text"/>
*City:	<input type="text"/>
*State:	<input type="text"/>
*Zip:	<input type="text"/>
*Contact Name:	<input type="text"/>
*Contact Email:	<input type="text"/>
*Telephone:	<input type="text"/>
Fax:	<input type="text"/>
How long has the organization been established?	<input type="text"/>
*Type of Organization:	<input type="text" value=""/> (e.g. Church, School, Flower Shop)
*Purpose for Background Checks:	<input type="text" value="Choose one..."/>
*Tax ID Number:	<input type="text"/>
*Billing Contact:	<input type="text"/>
*Billing Contact Email:	<input type="text"/>
User Setup:	
*Username: (6-10 Characters)	<input type="text"/>
*Password: (6-10 Characters)	<input type="text"/>

Select your options below. For pricing, please refer to your partner pricing or services proposal.

- 05% Discount Offer**
Prepayment of \$1,000. Basic for \$9.50. Plus for \$18.95 (+fees). Please use the credit card provided in my online signup.
- 10% Discount offer**
Prepayment of \$2,000. Basic for \$9.00. Plus for \$17.95 (+fees). Please use the credit card provided in my online signup.
- 15% Discount Offer**
Prepayment of \$3,000. Basic for \$8.50. Plus for \$16.95 (+fees). Please use the credit card provided in my online signup.
- 20% Discount Offer**
Prepayment of \$4,000. Basic for \$8.00. Plus for \$15.95 (+fees). Please use the credit card provided in my online signup.
- 25% Discount Offer**
Prepayment of \$5,000. Basic for \$7.50. Plus for \$14.95 (+fees). Please use the credit card provided in my online signup.
- Current Customer**
Check here if you are currently a customer of Protect My Ministry. Please be advised that pricing for this program may differ slightly than your current pricing with Protect My Ministry.
- Standard Pricing Option**
No annual fees, no prepayment required - standard pricing.

Click "Next" to enter Billing Information.

[Next](#)

Select a prepayment option if you are interested in locking in a lower per-check price. Discounts in pricing are permanent price reductions so no further prepayments will be required in order to keep the discount after the initial balance has been exhausted. After completing the registration, come back to the Rock PMM page and enter in the username and password you created. You will then be taken to the *Protect My Ministry Detail Page*.

Step 2: Configuration

Once your account has been set up you will see the details of your account.

Protect My Ministry In Test Mode Active

Username Result Webhook

Password Active

Test Mode

Save Cancel

Background Check Types

Type	Package Name	County Criminal Default County	Use Home Address for County Criminal	Statewide Criminal Default State	Use Home State for Statewide Criminal	MVR Jurisdiction Code	Use Home State for MVR Search
<ul style="list-style-type: none"> Seven Year Automatic The Seven Year Automatic package is the premier screening option and is the recommended package for all staff and pastors serving at your organization. Some churches also use this package for all volunteers. 	Auto County 7 yrs						<input type="checkbox"/>
<ul style="list-style-type: none"> BASIC The Basic Package is the minimum recommended package for all volunteer and staff screenings. It includes SSN Verification and Address History, National Criminal Database Search, National Sex Offender Search, Re-verification of criminal records, Alias Names 	BASIC						<input type="checkbox"/>
<ul style="list-style-type: none"> PLUS Depending on your state, it may be recommended to use the PLUS package instead of the Basic. The PLUS package includes everything in the BASIC package with the addition of one county or statewide criminal court search. 	PLUS			AZ	<input checked="" type="checkbox"/>		<input type="checkbox"/>
<ul style="list-style-type: none"> Pennsylvania Act 153 If your organization is located in Pennsylvania, This package should be used when screening any volunteers or staff that will interact with children. This package includes all of the screening and reporting requirements mandated by Pennsylvania Act 153. 	PA Package						<input type="checkbox"/>
<ul style="list-style-type: none"> Motor Vehicle Record Search An a la carte Motor Vehicle Record (MVR) search. 						AZ39M	<input checked="" type="checkbox"/>

50 500 5,000 5 Types

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You'll now want to configure the packages that are tied to your account. The most popular packages have already been made available to you through the integration. Each package has a brief description that outlines its specific merits.

There are several configuration settings for each package. Let's look at each setting and what it means.

- **Package Name:** This is the PMM name for the package. It must be an exact match to what's in the system, so please don't change it unless instructed to.
- **County Criminal Default County:** Depending on your state it may be recommended that you provide a county on your request. If so this will be the default county to use if one is not present on the address of the person you're checking. You can find out if your state needs this county using [this map from PMM](#).
- **Use Home Address for County Criminal:** Again this will depend on the state you live in. If your state is recommended for the county search, you will want to enable this option.
- **State Criminal Default State:** This is the default state to use when doing a state criminal request. This option is defaulted to the state that is most common in your database, but feel free to change it.
- **Use Home State for Statewide Criminal:** This setting determines if the state from the address should be sent.
- **MVR Jurisdiction Code:** This setting determines jurisdiction to use for MVR (Motor Vehicle Records) searches. You can select your area from the list provided. (this is only needed for MVR type searches).
- **Use Home State for MVR Search:** This determines if the state from the home address should be sent for the MVR search (this is only needed for MVR type searches).

While you can add new packages using the settings above, the packages provided should usually meet all your needs. You may need to edit some of the configurations to meet the recommendations for your state. This decision centers on whether you should be doing a state or county search. PMM [provides a map](#) to help you determine what is best for your area.

Viewing Requests

From this same screen you can also view all of the requests that have been processed. This list is provided to help you see what's being processed from a high level. As you'll see soon, it's much easier to see the results of a specific background check request from the workflow and *Person Profile* pages.

Protect My Ministry Requests screen:

Protect My Ministry In Test Mode Active

Username: MyPMMIntegration
 Password: *****

Enabled Background Check Types:
 Seven Year Automatic
 BASIC
 PLUS
 Pennsylvania Act 153
 Statewide Criminal
 Motor Vehicle Record Search

[Edit](#)

Requests Filter Options

Name	Requested	Completed	Record Found	Report	Response XML
Turner, Nancy	11/30/2015	11/30/2015	Yes		
Marble, Alisha	11/30/2015	11/30/2015	Yes		
Decker, Ted	11/30/2015	11/30/2015	No		

50 500 5,000 3 Items

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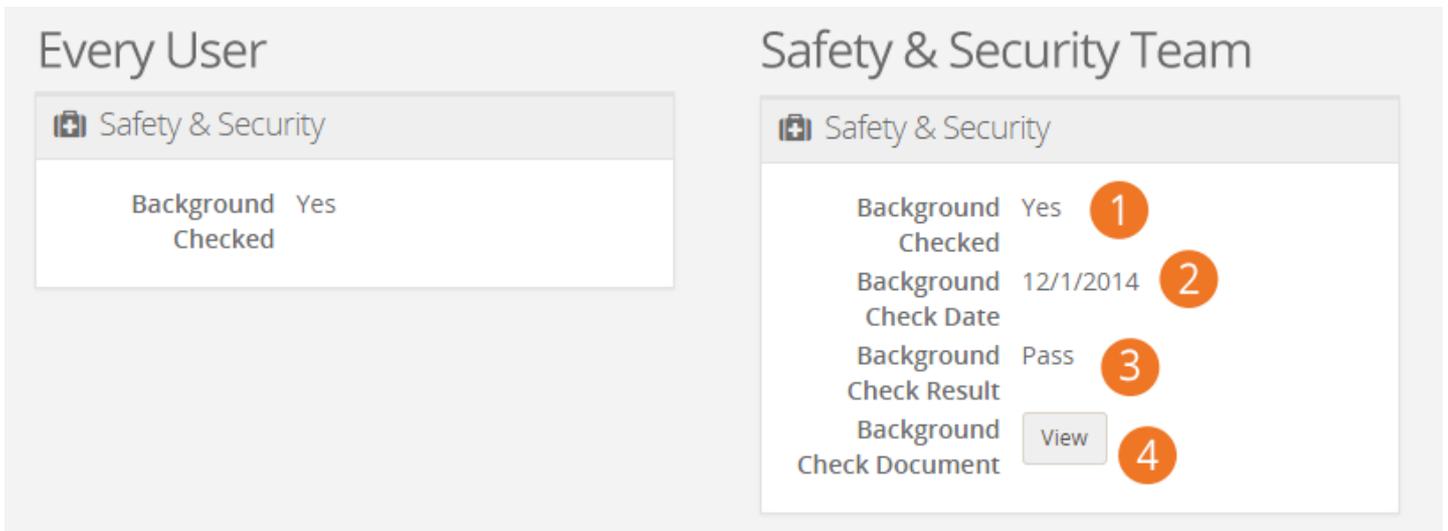
Background Check Administrators

Background Check Admins have access to complete details of background checks and the ability to approve or deny them at several points in the process. Before you get started, you'll want to configure the person or people who will be included in this security role under [Admin Tools > Security > Security Roles > RSR - Background Check Administration](#).

Processing Requests

Several different organizational needs kick off a background request workflow. For instance, you may be looking to hire a new staff member, complete the screening of a potential volunteer, update existing person profile records or transfer a staff member or volunteer into a new position. It is usually a staff member who first needs to start the request for a background check.

To see if an individual has had a background check done, go to the *Person Profile* page and look under the *Extended Attributes* tab. Every logged in user will be able to see either a *Yes* or *No* in the *Background Checked* field. Background Check Admins can also see three additional fields, and have editing privileges.



1 Background Checked:

Will have the checkbox either checked or empty.

2 Background Check Date:

Will have the date the check was completed, if applicable.

3 Background Check Result:

Will show either *Pass* or *Fail*.

4 Background Check Document:

Will have a complete PDF of the background check results, if a check has been completed.

Make It Quick:

If you want greater visibility for Background Checks on your *Person Profile* page, consider adding a badge to the *Badge Bar*.

How It Works

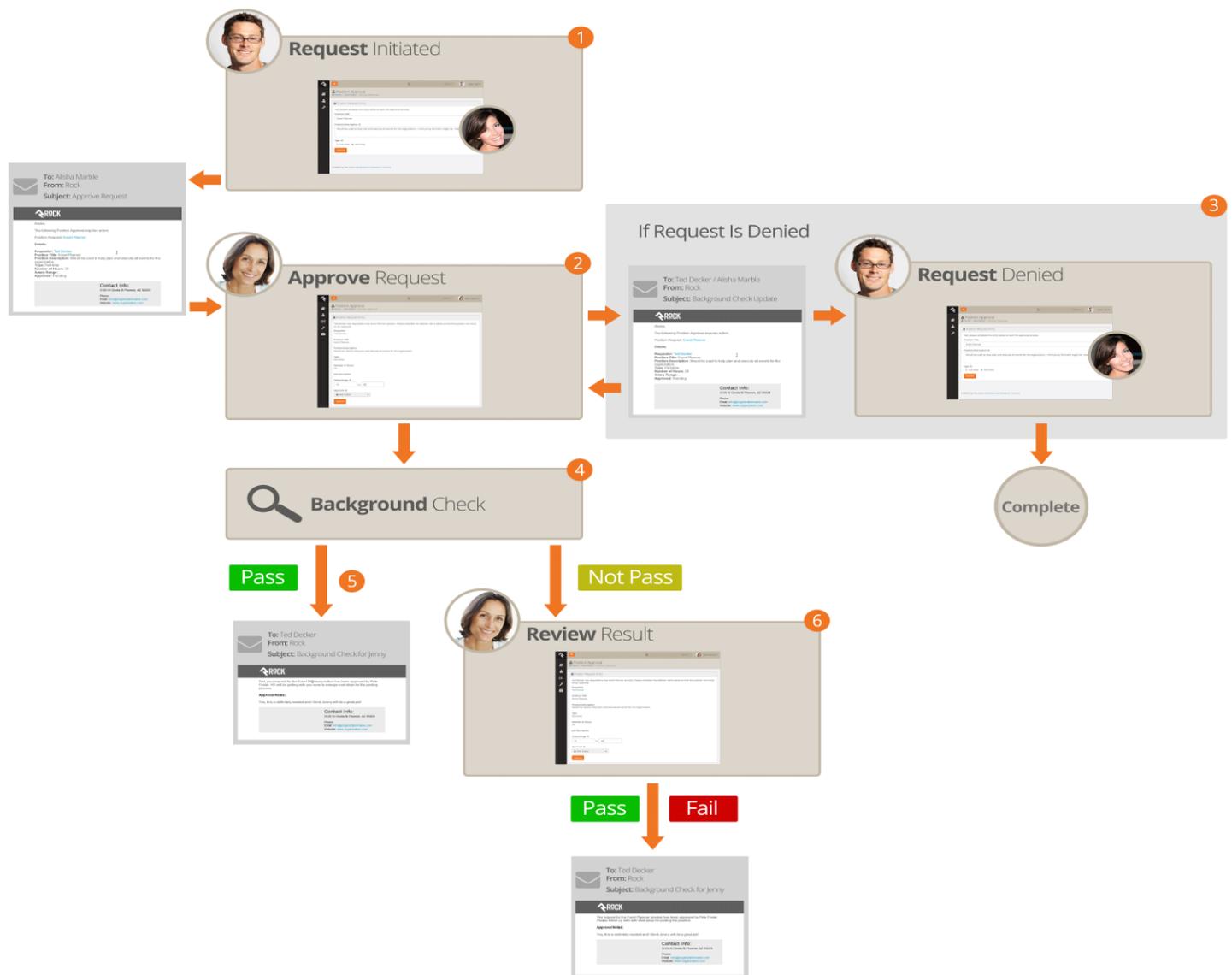
Initiating a Request

Background checks can be initiated from an individual’s *Person Profile* page. In the upper right corner is a drop down menu called **Actions**. Click on the *Background Check* option. The initial request will save both the person and the requestor, while prompting the requestor to provide any key missing details such as social security number, campus, type, etc. |

Just A Double Check:

Rock will automatically look for previous background checks for that individual within the last year. If it finds another check within that timeframe, it will notify the requestor, who will have to confirm that they want to request another background check before proceeding.

The Lifecycle of a Request:



1 A staff member will initiate a request.

2 The request will be sent to notify the individuals in the 'Background Check Administrators' application group.

3 If the request is denied, a notification will be sent to the requestor, who can then update the request and resubmit it or cancel the request.

4 If the request is approved, it will be submitted to your organization's background check provider to be processed.

5 If the background check comes back as 'Pass', Rock will update the *Person Profile* page with pass/fail results and a PDF copy of the full report. The requester will also be emailed an update of the completion.

6 If the check comes back with a status other than 'Pass' the workflow will notify the individuals in the 'Background Check Administrators' application group to review the results and determine if the background check should be passed or failed. The results will then be emailed to the requester.

Workflow

The background check workflow has eight possible activities. And like many other aspects of Rock, it's customizable. You may find that you'd like to configure your background checks a little differently for your organization. For instance, you could add a step to the process after a staff requests a background check that notifies a volunteer to provide their own social security number.

To review or modify the workflow configuration, go to [Admin Tools > General Settings > Workflow Configuration > Safety & Security > Background Check](#). For more details on workflows in Rock, see [Blasting Off With Workflows](#).