



JOB AID: How to run Truescreen Status Reports

This job aid is designed to help department users run Truescreen Status Reports to check case status for both Pre-Offer and Post Offer Background Checks. These reports provide information on the number of verifications, as well as the progress, Truescreen must complete. Verifications refers to the searches that Truescreen needs to complete (including the number of employers, schools, courts, etc) based on the information the candidate submitted.

There are three status reports that may be useful to your department.

Columbia University - Status Level Report

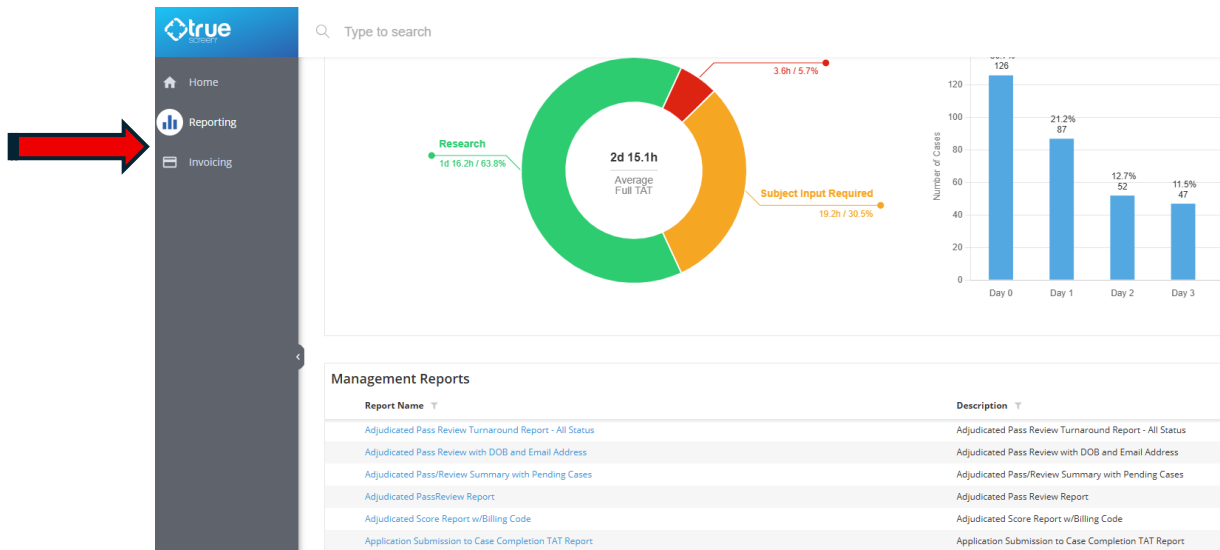
Columbia University – Courts Pending Report

Component Completion Report

1. Log into Truescreen using single sign-on (UNI and Password) at:

<https://shibboleth.columbia.edu/idp/profile/SAML2/Unsolicited/SSO?providerId=https://interface.verticalscreen.com/SP>

2. From the left-hand menu, select “Reporting” (You may default to this view if you don’t have access to other modules) and then select the report.




You will have the following reports available to you:

Report Name	Description
Columbia University - Courts Pending Report	Provides cases with open court components and provides average turnaround times for both clear and hit scenarios.
Columbia University - Component Completion Report	Provides basic information on completed and pending components.
Columbia University - Status Level Report	Summarizes component volumes by service, including counts of items currently in process.

Note: If you do not have access or do not see the reports, please send an email to hrcs-bc@columbia.edu.

1. Select the Report you wish to run.
2. Enter the parameters for the report. You must enter the “From Date” and the “To Date”
3. You can enter your Truescreen Division number or if you leave the default as ALL, you will only see those divisions you have access to.
4. Select the “Download” button to run and download an Excel version of the report.

Specify report parameters and select a file type to download the report



From Date *	<input type="text" value="MM/DD/YYYY"/>
To Date *	<input type="text" value="MM/DD/YYYY"/>
Division *	<input type="text" value="All"/>
Download as *	<input type="text" value="Excel"/>



<input type="button" value="Back"/>	<input type="button" value="Download"/>
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Columbia University - Status Level Report

This report displays all of your cases currently in progress, as well as showing how many components—such as education, employment, and criminal checks—have been completed and how many remain outstanding. It does not include completed cases.

This information helps you understand the number of verifications Truescreen still needs to complete for each case. A higher number of components typically indicates that the candidate has lived or worked in multiple locations, all of which must be verified and may affect overall completion time.

Additionally, even when only a few verifications remain, completion timelines can vary depending on employer responsiveness or court service levels, as some verifications inherently take longer. If Truescreen is unable to verify certain components, the candidate may still be required to provide supporting documentation.

Because the report is so detailed, we aren't able to share a screen shot. Instead, we will refer to column labels that provide specific details about each case.

Package/Level (Column H) – the kind of background check that was requested.

Case Created Date (Column I) - The date that the invitation was sent to the candidate.

Requested Date (Application Submission (Column J)) - The date the candidate completed their forms and submitted them to Truescreen. This is when Truescreen starts their research.

Columns K – AU - Lists the number of components for each search Truescreen is running, based on the type of search that was requested and the information provided by the candidate. For example, if you requested a Post-Offer background check, Column K will indicate how many courts Truescreen needs to check with based on the number of places the candidate has lived in the past seven years. If you requested a Pre-Offer Education and Employment check, Column K will indicate 0, because no court verifications need to be run. However, Column N will list the number of employers Truescreen is verifying.

Total Components (Column AV) – The overall total number of verifications required on this case

Total of Components Complete (Column AW) – The total number of verifications Truescreen has already completed for this case.

Total of Components in Process (Column AX) – The total number of verifications Truescreen has completed on the case. Note: Since this report only shows open cases, you will not see cases listed that have already been completed.

1. Columbia University – Courts Pending Report

This report covers post-offer criminal checks and Protection of Minors (POM) cases that are currently in progress. It lists all **open** criminal checks by court or jurisdiction that are still awaiting completion. Courts or jurisdictions that have already responded are not included; only those from which Truescreen is still awaiting information will appear.

This report is especially useful because it shows which courts or jurisdictions have not yet responded, how many days Truescreen has been waiting for a response, and the average response time Truescreen has experienced for each court or jurisdiction. Together, this information helps set clearer expectations for the estimated completion date of each case.

Columns K through Q provide data regarding:

Case Created Date (Column K) - The date that the invitation was sent to the candidate.

Requested Date (Applicant Submissions) (Column L) – The date the candidate completed their forms and submitted them to Truescreen. This is when Truescreen starts their research.

Average TAT Clear (Column M) – This is the average number of days that the court typically takes to respond to Truescreen when there are no criminal hits (the candidate has no criminal record).

Average TAT Hits (Column N) – This is the average number of days it typically takes this court to respond to Truescreen when the court finds something.

Days Open (Column Q) – The number of days the case has been in process.

2. Component Completion Report

This report includes both open and completed cases and offers a comprehensive summary of the components finalized for each. It serves as an efficient snapshot for quickly assessing the current level of completion for any case.

Columns I through M provide data regarding:

Case Created Date (Column I) - The date that the invitation was sent to the candidate.

Requested Date (Application Submission (Column J) - The date the candidate completed their forms and submitted them to Truescreen. This is when Truescreen starts their research.

Total of Components (Column K) – This is a total number of verifications (searches) Truescreen needs to complete (this includes the number of employers, schools, courts, etc that Truescreen must verify based on the candidate’s submission).

Total of Components Complete (Column L) – The number of components (see Column K) that have already been completed by Truescreen.

Total of Components in Process (Column M)- The number of remaining components that are still being researched by Truescreen.