

---

# CHECKR PARTNER CERTIFICATION REQUIREMENTS

---

9 November 2021

**Copyright**

© 2015 – 2021 by Checkr, Inc.

All rights reserved.

This document may contain statements of future direction concerning possible functionality for Checkr's software products and technology. All functionality and software products will be available for license and shipment from Checkr only if and when generally commercially available. Checkr disclaims any express or implied commitment to deliver functionality or software unless or until actual shipment of the functionality or software occurs. The statements of possible future direction are for information purposes only, and Checkr makes no express or implied commitments or representations concerning the timing and content of any future functionality or releases.

This document is subject to change without notice, and Checkr does not warrant that the material contained in this document is error-free. If you find any problems with this document, please report them to Checkr in writing.

No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording, for any purpose without the express written permission of Checkr, Inc.

The information contained in this document is proprietary and confidential to Checkr, Inc.

## Table of Contents

---

<b>Checkr Partner Certification Requirements</b>	<b>4</b>
Integration Certification Requirements	4
OAuth	5
Packages	6
Account Hierarchy	6
Results returned from GET /nodes	7
Background Check Initiation	7
Retrieve Your Customer's Hierarchy	7
Create a Candidate	8
Required parameters	8
Create an Invitation	9
Required parameters	9
Enable multiple background checks for a candidate	9
Status Displays	10
ETA	12
Access to Report Details	12
Optional Features	13

## Checkr Partner Certification Requirements

Checkr has defined these baseline partner integration certification requirements, to ensure that partner integrations will fully support the core background check process for customers, and to ensure consistency among partner integrations. Although partners will have different customer bases and different customer needs, customers all share the same requirements for the core background check process. Partners may implement additional optional Checkr features to enhance their customers' experience after these certification requirements have been met.

A final certification review and approval of your partner integration is required before it may be deployed to Production. This document outlines the components and functionality that must be included in your application for approval to production.

### Integration Certification Requirements

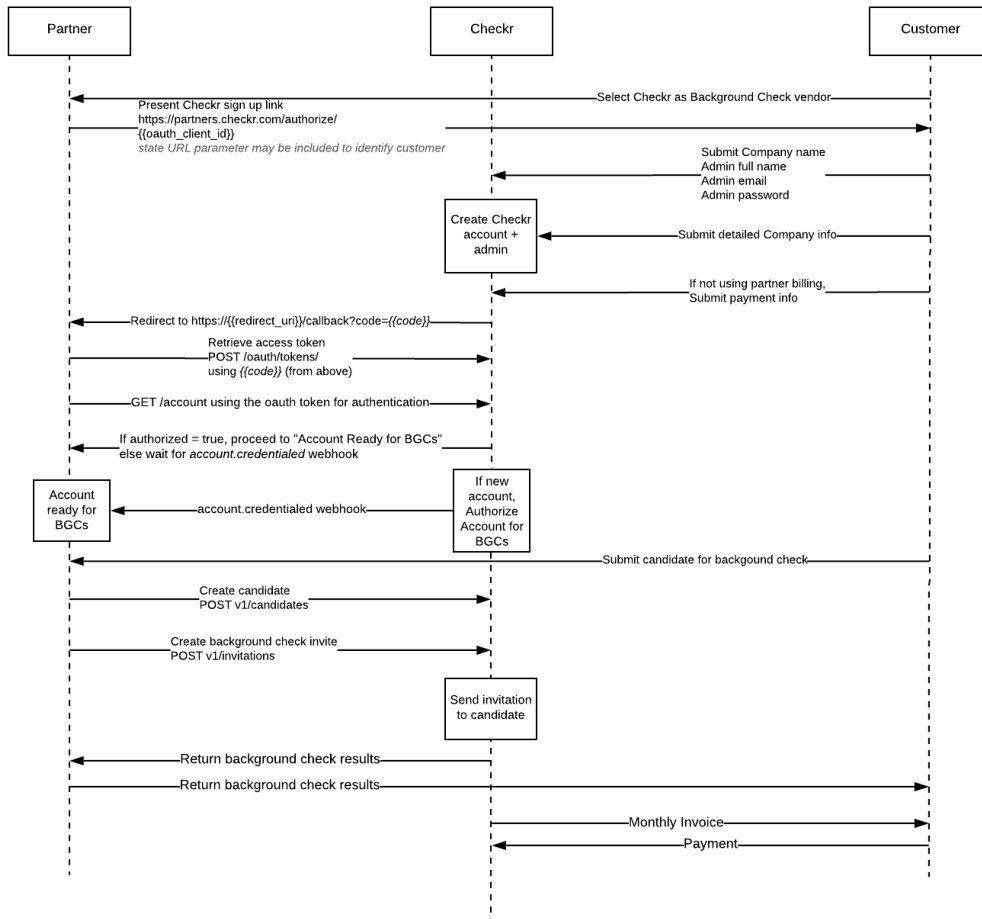
- OAuth
- Account Hierarchy
  - Work location
  - Nodes and Package associations
- Background check initiation with Checkr APIs
  - Create Candidate
  - Create Invitation
  - Get Packages
  - Get Nodes
- [Status displays with Checkr Webhooks](#)
  - invitation.created
  - invitation.expired
  - invitation.canceled
  - invitation.completed
  - report.disputed
  - report.suspended
  - report.resumed
  - report.updated
  - report.completed
  - report.disputed
  - report.engaged
  - report.post\_adversed\_action
- ETA
- Access to report details through a link

**OAuth**

Checkr OAuth provides two ways to connect partner customers to Checkr. Checkr requires partners to include one of these two methods, and recommends that partners include **both** of these methods in their integrations.

- The [Checkr-Hosted Signup flow](#) automates account creation by collecting the information required to create Checkr accounts directly from partner customers.
- The [Checkr Hosted Signin flow](#) allows partners to link customers to an existing Checkr account by prompting the admin user to sign into their Checkr account to authorize the connection.

**Checkr Partner Account Creation Process**  
(Checkr OAuth flow, Checkr credentials, Separate invoices)



Online version of flow available [here...](#)

All information contained herein is property of Checkr, Inc. Checkr proprietary and confidential.

## Packages

Your customers may have defined additional packages that differ from those offered within your integration. Use your customer's `access\_token` to retrieve the Package list to populate your package selection interface.

Use `GET /packages` to retrieve customer-defined packages for those customers who have not yet defined an account hierarchy within their account.

## Account Hierarchy

Checkr's Account Hierarchy feature allows customers to model their Checkr account to match their business structure and use Account Hierarchy within their workflows. Customers use Account Hierarchy to segment users' access, streamline selection of Packages at the time of order, tailor Positive Adjudication Matrix (PAM) to targeted business areas, and provide more granular detail on their monthly invoice.

All new Checkr partner accounts are required to support Account Hierarchy on connected customer accounts, which includes:

1. Sending Work Location information with the Invitation call.
2. Using `GET /packages` to retrieve all customer-defined packages.
3. Calling `GET /nodes?include=packages` to retrieve all customer Account Hierarchy nodes (if present in the customer account) and any packages associated with those nodes. If nodes are enabled, the customer must first be prompted for a node selection and packages displayed using the following techniques:
  - a. If the `GET /nodes?include=packages` API call returns no nodes, list all packages from the `GET /packages` in the drop-down without a node drop-down.
  - b. If the `GET /nodes?include=packages` API call returns nodes and assigned packages, list ONLY the packages returned from `GET /nodes?include=packages` for selection from the partner application.
  - c. If the `GET /nodes?include=packages` API call returns nodes and the node selected by the customer has NO packages assigned to it, list ALL packages for selection.

Results returned from GET /nodes

Return (using GET /nodes)	Display
"account is not available for segmentation" error returned	<ul style="list-style-type: none"> <li>• No node drop-down</li> <li>• All packages from GET /packages</li> </ul>
No nodes returned (empty "data" array)	<ul style="list-style-type: none"> <li>• No node drop-down</li> <li>• All packages from GET /packages</li> </ul>
Nodes returned (populated "data" array)	<ul style="list-style-type: none"> <li>• Node drop-down</li> <li>• <i>See scenarios above for package display handling</i></li> </ul>

**Why...**

Account Hierarchy is an enhancement of Checkr’s legacy “Geo” functionality. All new Checkr accounts require Account Hierarchy to be enabled and all existing Checkr accounts will eventually be migrated to Account Hierarchy.

**Background Check Initiation**

Use Checkr’s APIs to initiate background checks from your partner application.

Retrieve Your Customer’s Hierarchy

You must make API calls to retrieve your customer’s account hierarchy node and associated package selection for the partner application user to initiate the background check. Customers will have their specific account hierarchy structures, and packages assigned to the hierarchy’s nodes.

**Why...**

Account Hierarchy allows users to segment packages based on the hierarchy’s node assignment. For example, customers may require some packages for one business line and assign different packages for another business line.

Account Hierarchy node and work location must be passed in the `POST /invitations` call. If you plan to run global background checks for your customers, a value for the country must be included in the work location array for **both** the Create Candidate and Create Invitation API calls.

### Create a Candidate

First, execute a `POST /candidates` call to create the initial candidate object. The “`custom_id`” attribute in the `/candidates` endpoint should be used to pass a unique identifier (such as your application’s applicant ID) to ensure cross referenceable linkage between your partner application and Checkr. The ‘success’ response to the `POST /candidates` call returns the Checkr “`candidate_id`” which can then be used as a parameter in the subsequent `POST /invitations` call. to create the invitation.

#### **Why...**

The Checkr Hosted-Apply Flow helps simplify the process for your customers and their candidates, by automatically gathering the candidate PII required to process the requested screenings. This flow also presents forms and disclosures to the candidate, based on `work_location`, and gathers candidate consent for the background check, helping your customers remain compliant.

### Required parameters

Checkr requires partners to pass the following parameters in the `POST` calls when creating a candidate.

#### **Create Candidate:**

- First Name
- Middle Name OR No Middle Name (Boolean)
- Last Name
- Zip Code
- Phone (required, as this is a key component to authenticate the candidate when logging into the Candidate Portal)
- Email
- Custom ID (should pass data to tie back to the partner application - recommend applicant id)



### Create an Invitation

Use the `candidate\_id` included in the 'success' response to the `POST /candidates` call as a parameter to create the invitation.

### Required parameters

Checkr requires partners to pass the following parameters in the POST calls when creating an invitation.

#### Create Invitation:

- Candidate ID
- Package
- Node (if applicable)
- Work location:
  - country (required)
  - state (required if in the US)
  - city (highly recommended if in the US)

### Enable multiple background checks for a candidate

You must provide the ability to order multiple background checks for a single candidate. You may choose to provide your customers the option to manually order a new background check for an existing candidate, or automate the generation of new reports as part of your application's workflow.

#### **Why...**

Candidates may apply to multiple positions and there may be different background check requirements for those positions. There are cases when a customer may have ordered the background check with the wrong package, or may have sent the background check to an incorrect email address. In both cases, your customers will be required to order a new background check for their candidate.

### Status Displays

Checkr generates webhook events for updates at different points of a report lifecycle. Subscribe to these webhooks to display information in your partner application for your customers who may not have access to the Checkr dashboard. Checkr provides webhook events for report progression statuses as well as report result status when the report is complete. By displaying these statuses in your partner application, your customers will better understand the report’s progress through the background check, and will be alerted when the report is complete and ready for their evaluation.

To meet Checkr’s requirements for a partner integration, you must subscribe to the following webhooks. Checkr recommends you display the listed “Partner Status” label in your application for these events.

Partner Status	Trigger Event	Description
<b>Invitation Sent</b>	<code>invitation.created</code> webhook	The Checkr invitation has been sent.
<b>Invitation Expired</b>	<code>invitation.expired</code> webhook	The candidate did not complete the Checkr invitation within 7 days of its creation.
<b>Invitation Canceled</b>	<code>invitation.deleted</code> webhook	The invitation was cancelled from the dashboard or deleted through the API.
<b>Pending</b>	<code>invitation.completed</code> webhook	The candidate has completed the invitation, and the report is in progress.
<b>Pending</b>	<code>report.completed</code> webhook is returned with a “consider” result and the user viewing the candidate is not an adjudicator.	The report has completed with a “consider” result, and the user viewing the candidate is not an adjudicator.
<b>Pending</b>	<code>report.resumed</code> webhook	The report was suspended but has resumed progress.

<b>Suspended</b>	<code>report.suspended</code> <code>webhook</code>	Alf an exception (like an SSN confirmation) was not resolved within 7 days of the exception occurring or within two (2) attempts by the candidate, the report is placed in “Suspended” status.
<b>Clear</b>	<code>report.completed</code> <code>webhook</code> with “result” value of “clear” or <code>report.engaged</code> <code>webhook</code>	The background check report was completed with a “clear” result value. (i.e.: no charges found)
<b>Pending</b>	<code>report.completed</code> <code>webhook</code> with “result” value of “consider”	The background check report was completed with a “consider” result value (i.e.: one or more charges were found)
<b>Pending</b>	<code>report.disputed</code> <code>webhook</code>	The background check report was completed with a “consider” result value, and the candidate is disputing the records on the report with Checkr investigation.
<b>Pending</b>	<code>report.pre_adverse_</code> <code>action</code> <code>webhook</code>	The adjudicator initiated a pre-adverse action to start the disqualification process.
<b>Did Not Pass</b>	<code>report.post_adverse_</code> <code>_action</code> <code>webhook</code>	7 days have passed since the pre-adverse action process was initiated for a candidate and no dispute was logged within that time by the candidate.

*\*\*\* Note: use the `result` field in the webhook for screening and report outcomes (clear or consider), and the `status` field for the report’s status (pending, complete, suspended, or dispute).*

## ETA

Checkr ETA predicts when all screenings will complete for each background check report. This estimate is based on Checkr's proprietary machine learning algorithm that uses turnaround times for verifications and record searches for our most common screenings.

Display Checkr's ETA within your partner integration after it is available for the report.

### Why...

Checkr provides this estimate to help customers facilitate a better candidate experience, strategically plan start dates and interview pipelines, and further enable transparency into the overall background check process. Checkr ETA provides a date for the estimated completion of a specific report.

To retrieve the ETA:

- Subscribe to the `report.updated` webhook and listen for ETA-related updates (such as where the "previous\_attributes" field has a value of "estimated\_completion\_time": null). The "estimated\_completion\_time" field will contain the date-time value of the ETA.
- Make a direct GET call to the `/reports/{id}/eta` API endpoint.

## Access to Report Details

Partner application customers with permissions to access background check information within the Checkr Dashboard should be provided a link in your partner application that links directly to the background check report in the Checkr dashboard. The URI to the report, which can be used to construct a URL linking to the report, will be included in all of the report webhook events including `report.created` and `report.completed`.

Checkr recommends that partner integrations provide a link to the report in the Checkr Dashboard rather than expose the completed report within your application. This will help to ensure that sensitive candidate data is not exposed causing data privacy risks.

If your customer has not implemented SSO with Checkr, after clicking the link users will be required to provide proper authentication to access and view the report.

## Optional Features

The following features are optional, and may be added to your implementation.

Feature	Description	Customer Value
Cancel and Resend Invitation	Allow customers to cancel and resend an invitation.	Better control of invitation management.
Additional webhook subscriptions (statuses)	Use Checkr webhooks (verification, etc) to display additional statuses in your partner application.	Greater visibility into the progression of background checks.
Screening level statuses and results	Display statuses and results of each individual screening in a package.	Visibility into each screening's status and result to understand the report's overall status and result.
Report tags	Display customer-specific information.	Ability to tie the partner application's candidate to the Checkr report using additional data points (like the hiring manager's email).
Report order history	Provide an audit log of who ordered what when.	Visibility on who ordered the background check and when for background check tracking and monitoring.
Assess	Enable Checkr Assess for your partner integration. Checkr Assess allows customers to create custom rules that are applied to candidate records and provide an assessment value such as Eligible or Review, enabling greater consistency and speed in adjudication. Subscribe to the report.updated webhook event to pull the Assess tag.	The ability to fine tune their adjudication process to provide more consistent review of returned records.

<p>Continuous Checks (C-Crim and C-MVR) is a post-hire solution, available only to employees and volunteers.</p>	<p>Allow your customers to automatically enroll candidates in Checkr's Continuous services based on the completed report's status of Clear, or the adjudication result of Engaged. Checkr's Continuous Check services monitor enrolled workers for any new records that may lead to generation of a standard background check report.</p>	<p>Automated enrollment and unenrollment of employees to Continuous Crim or Continuous MVR without manual involvement.</p>
<p>Subscriptions (available only to employees and volunteers)</p>	<p>Checkr's Subscriptions allow customers to set the interval at which a background check is re-run for an existing employee or volunteer. Most customers choose to re-run background checks annually.</p>	<p>Automated re-runs of background checks, no manual order required.</p>
<p>Auto progression</p>	<p>Trigger the next step in your partner application workflow based on the background check's result.</p>	<p>Automatic progression in the workflow without the need to continuously check for the background check's result.</p>
<p>Account Unlinking</p>	<p>Allow the customer to unlink their account from your partner application.</p>	<p>Ensures customers have an easy way to unlink their account from you, as the partner.</p>