Edge Standard Background Integration

Document History:

Author	Date	Comment	Version
Marc Giguere	09/01/11	Initial Document Creation	1.0
Marc Giguere	10/12/11	Minor layout adjustments, revision of contacts, additional details about supplied documents in documentation package.	1.1
Marc Giguere	10/20/11	Added details about "Grouping Configurations" document	1.1
Marc Giguere	02/21/12	Adjusted contacts listing.	1.2
Marc Giguere	09/04/12	Addition of options to allow integration via SOAP based web services	1.3
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Introduction

The purpose of this document is to explain at a high level how the standard integration for the exchange of data in HRXML format between vendor systems and the Edge systems can be accomplished. This document should serve as a technical guide to the vendor integration team to use and get a better understanding of how this type of integration is to be completed.

Please note that any items you find highlighted in yellow are items that you may be required to fill in/complete in order to successfully get an integration project completed.

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Primary Contacts

Name	Role	Company	Contact Information
Marc Giguere	Vice President of IT	Edge Information Management	marcg@edgeinformation.com 321-722-3343

Process Flow - Overview

Step 1 – Vendor System Initiates BG Check Request from Their System to Edge

Step 2 – Based on method for BG Check Request, one of two options are possible:

Non-Interactive – The user remains within vendor system, but behind the scenes an XML document is sent to the vendor system which will automatically trigger the background check to be initiated. Additional information about the specific process flow for this method is included later within this document.

Interactive – The user is redirected to Edge to login and complete a Background Request form pre-populated with data sent from vendor system. Additional information about the specific process flow as well as screen shots of this method is included later within this document.

Step 3 – Edge creates the request in their system.

If the user of the candidate portal is part of this process, then the candidate is sent an email to return to Edge's system to review their information & complete the necessary forms. Upon completion of this process by the candidate, the data is then processed to run the background check and at this point the Edge platform begins to send data back to the vendor system indicating a Background Request was created.

If no candidate portal is used, then the order is directly initiated and at this at point the Edge platform begins to send data back to the vendor system indicating a Background Request was created.

The mechanism used in transmitting this information will be based on the overall transmission method to be agreed upon between the vendor or Edge (HTTPS post vs Web Services).

Step 4 – Once background check is complete, Background Vendor posts results to the ATS, and the system updates the applicant's status accordingly. See "Screening Response Status Rules" attachment for more details.

Data Transmission Methods – Process Flow

With regards to the transmission channel that is to be used for sharing data between Edge and Vendor systems, Edge currently supports two different mechanisms to exchange data. Edge supports the use of standard POST transmissions or SOAP-based web services transmissions, in both cases via SSL. The mechanism to be used will be determined based on the method that best fits for all parties involved.

Standard POST Method

In the case of standard POST methods, the transmission channel consists of an HTTPS Post to one of the specified addresses below. The data can be transmitted "inline" as the actual content of the data stream or can be submitted as a traditional form POST using the specified URL below.

Data Submission Addresses

Data Submission URL (Development*):
https://www.webscreen.org/index.cfm
Data Submission URL (Production):
https://www.edgewebscreen.com/index.cfm

Data Submission Method Notes

Inline XML Content Transmission Method:
The content header must be "text/xml" in order to process the request as an "inline" submission and nothing else should be sent other than the XML data stream.
Form POST Transmission Method:
The content must be sent within a variable named "XMLVar". Optionally if the XML is being URL Encoded prior to the transmission, an additional parameter/variable "XMLURLEncoded" can also be sent with a value of "1" or "0". This will initiate a manual decode of the data when received by Edge systems.

Post Back Addresses Provided by Vendor – (required)

Vendor Post Back URL (Development*): (ie: https://www.mysite.com/receive/index.cfm)
<enter URL to receive post back at>
Vendor Post Back URL (Production):
< enter URL to receive post back at >
Vendor Post Back Variable:
<enter variable name or "inline" if to be sent back as content of post without use of variable>

Account Information Provided by Vendor – (optional); these values are used when vendor system requires authentication on responses to be posted back to their system.

Vendor Account Number:
<enter account number here>
Vendor Username:
<enter username here>
Vendor Password:
<enter password here>

Web-Services SOAP Method

In the case of web services, the transmission channel consists of using a SOAP based mechanism via HTTPS to one of the specified addresses below. This transmission method requires the information be submitted using standard parameters outlined below.

Data Submission Addresses

Data Submission URL (Development*):
https://www.webscreen.org/hrxml/receive.cfc?wsdl Method: ProcessBackgroundCheck Parameters: xmlVar
Data Submission URL (Production):
https://www.edgeinformation.net/hrxml/receive.cfc?wsdl Method: ProcessBackgroundCheck Parameters: xmlVar

Post Back Addresses Provided by Vendor – (required)

Vendor Post Back URL (Development*): (ie: https://www.mysite.com/receive/index.cfm)
<enter URL to receive post back at>
Vendor Post Back URL (Production):
< enter URL to receive post back at >
Vendor Post Back Variable:
<enter variable name or “inline” if to be sent back as content of post without use of variable>

Account Information Provided by Vendor – (optional); these values are used when vendor system requires authentication on responses to be posted back to their system.

Vendor Account Number:
<enter account number here>
Vendor Username:
<enter username here>
Vendor Password:
<enter password here>

Non-Interactive Requests – Process Flow

If the integration you are configuring with Edge is to use the "Non-Interactive" model, then the following section explains the process flow once a new applicant is received in the Edge system.

Step 1 – Within the Vendor's system, the client would be processing their applicant data and then at some point would elect to initiate a background check for the given applicant. This could be trigged automatically via that applicant reaching a specific stage/status or via a button press, but once this occurred the vendor system would build and automatically transmit the XML data file with all the needed applicant information to Edge systems.

Step 2 – That XML data would be parsed and validated by Edge as being acceptably formatted and then some initial immediate checks would be done to ensure that the critical applicant data we require is being provided and in the right format. If any of these checks fail, the entire applicant is rejected, and an error response is posted back to the Vendor system.

Step 3 – At this point, the XML is parsed to determine what package the client has requested for this applicant and then the XML data is used to build out all the necessary searches required. If any required elements for the searches are missing, the searches will still be created, but will go to an **Exception** status in the Edge system and will require follow up with the client to obtain the missing information.

> **Step 3b** (OPTIONAL) – If this client is configured to use the Edge portal system to capture additional information such as the disclosure and authorization, then the Edge system would instead create an email invitation to the candidate to return and complete those necessary aspects with Edge. Once the candidate completes that stage, then the data is returned to the Edge system automatically and the background check then commences.

Step 4 – Once all the searches are generated, the first post back to the Vendor system is generated with the initial status showing all the searches created and how they are all in an "InProgress" status.

Step 5 – As the searches are processed and completed, any searches that require client input to verify/validate a decision will be sent in a post back report to the Vendor system, otherwise the vendor will not see a post back until all searches for a given applicant are fully completed.

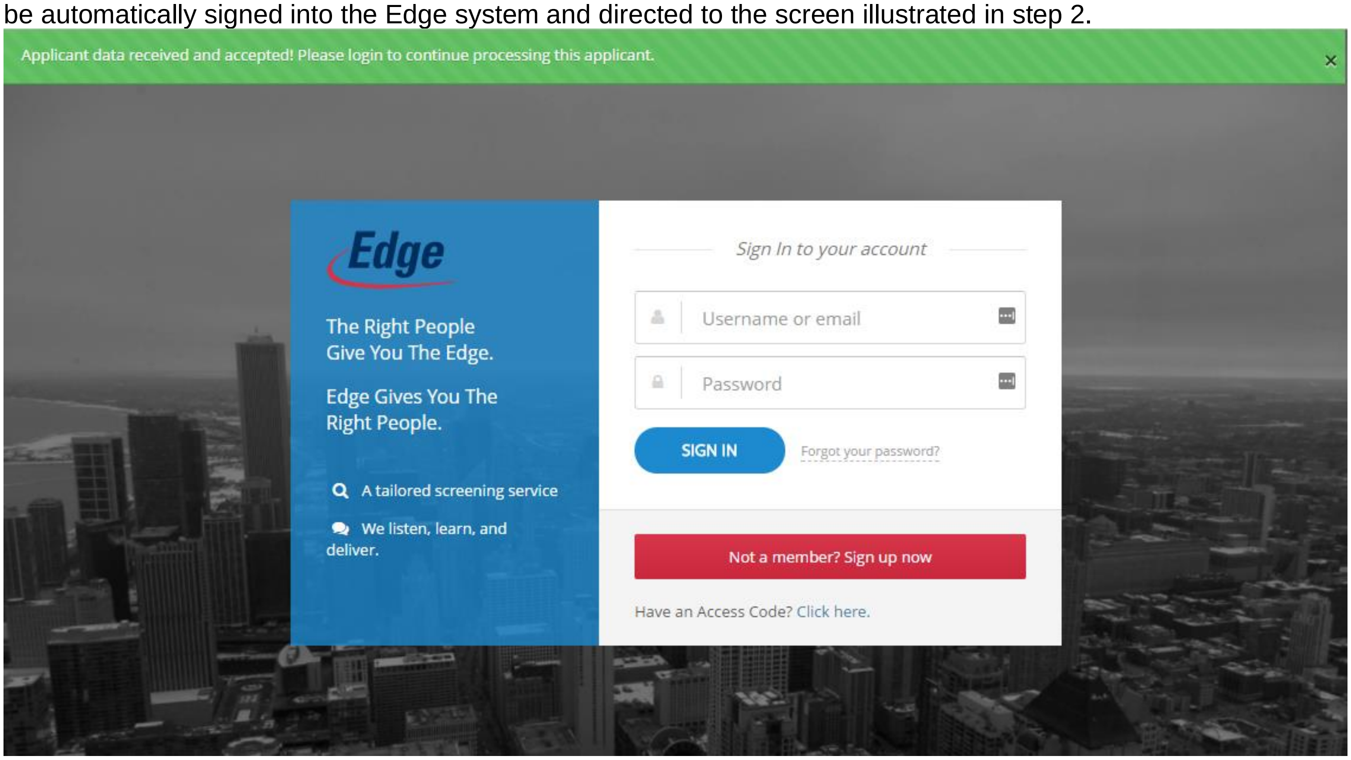
Interactive Requests

Verify Request & Candidate Portal Processing Model - Process Flow & User Interface

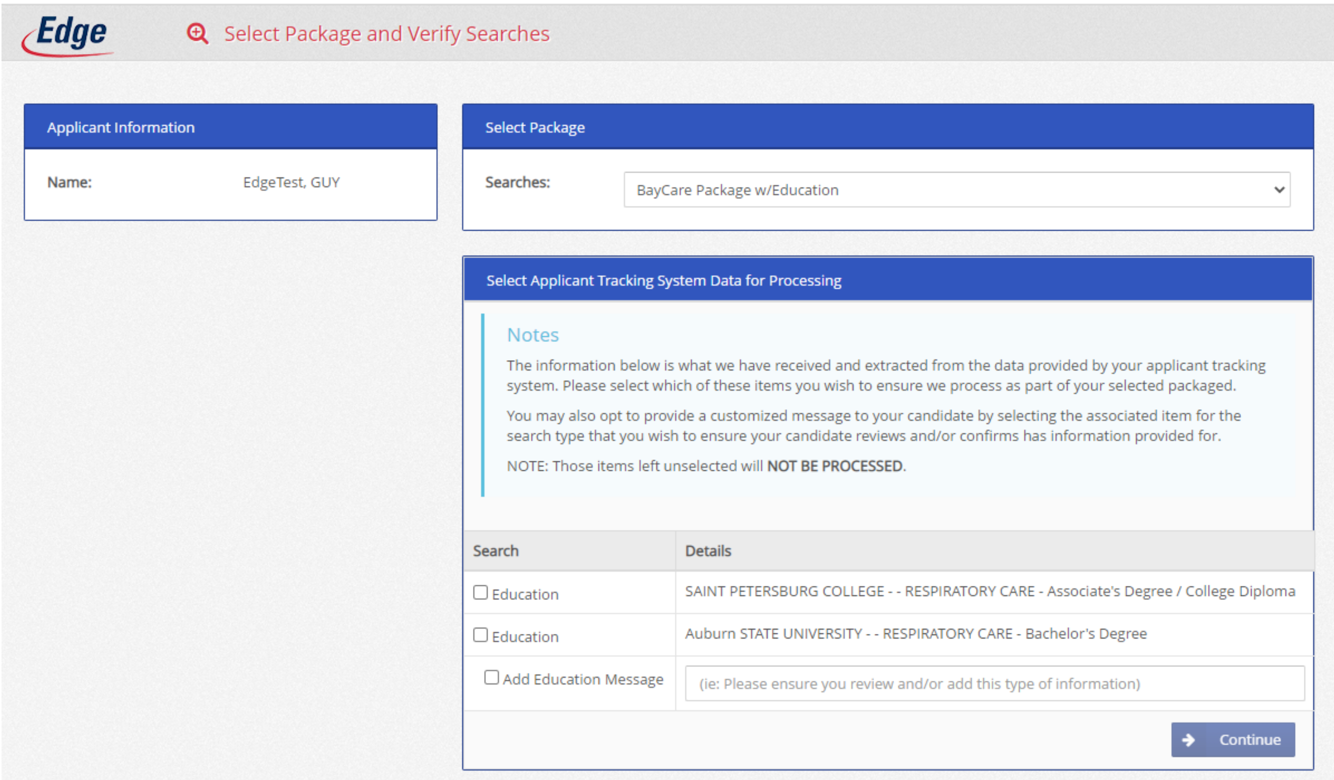
If the integration you are configuring with Edge is to use the "Interactive Candidate Portal" ("Portal") model, then in this scenario the client is directed to validate and confirm their order. Upon confirmation of the order, the Edge platform will send an email invitation to the candidate to visit our Candidate Portal system. The candidate is then directed to review/validate their data and complete the necessary forms to permit the background check to be processed. The following section illustrates the process flow once a new applicant is received in the Edge system.

Step 1 – The user would initiate the request for a background check for a given applicant (via a button press/etc.) within the vendor system and this would trigger the submission of the XML data for the applicant into Edge's system. The XML data is parsed for credentials and validated.

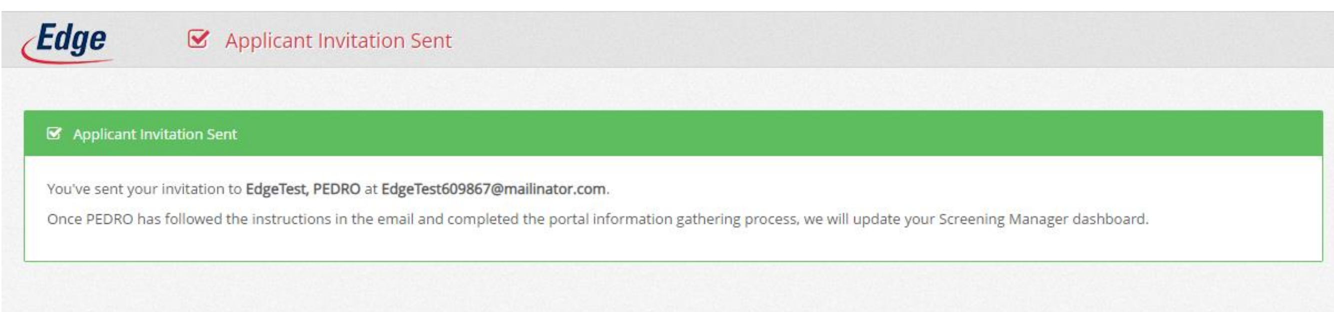
In addition, critical error checks are performed to ensure that the required information has been provided and is in a valid format (ie: SSN, DOB, Applicant Name, Address, etc.). Assuming all these checks pass without issue, the user will then either be directed to a login screen (as illustrated below) OR optionally if configured, the user may be automatically signed into the Edge system and directed to the screen illustrated in step 2.



Step 2 – After either logging into the WebScreen system with their user name and password OR being automatically logged in when configured to do so, the user is then directed to a confirmation screen to review the details that were provided in the XML data stream and to make some decisions as to which package will be processed, as well as which data points to be processed as part of the background check, as shown below:



Step 3 – After confirming the information to be processed, the request is processed and an email is triggered to the candidate supplied email address, requesting the candidate to return to the Candidate Portal to complete their portion of the process:



BayCare Health System Applicant Portal (Message 4 of 7) Reminder (local)

P portal@edgeinformation.com
To Marc Giguere
Cc Marc Giguere

Reply Reply All Forward ...
Fri 7/2/2021 1:35 PM

PEDRO,

Thank you for returning to complete the additional information required in order to consider you for the position you've applied for with BayCare Health System. The next step in the process is for you to review and complete the Fair Credit and Reporting Act (FCRA) disclosure and release. This will allow our background screening provider, Edge Information Management, Inc., to continue the process of running the necessary background checks that we process on all candidates that have been offered positions with BayCare Health System.

Below you will find a link to the BayCare Health System Applicant Portal along with a username and password that you will need in order to access this site. In order to avoid any delays in the hiring process, you must visit this site as soon as possible. **Your background check cannot be processed until you have done this important step!** Additionally, the BayCare Health System Applicant Portal will send automated reminder emails once a day until you complete this step, so please take the opportunity to do this as soon as possible.

Should you have any questions, please do not hesitate to contact your recruiter, Lisa Nandram-Lalloo at Lisa.Lalloo@mailinator.com.

BayCare Health System Applicant Portal: https://edge-dev1.info2edge.com/baycarehealth/
Username: EdgeTest609867@mailinator.com
Password: z9vl25Pw

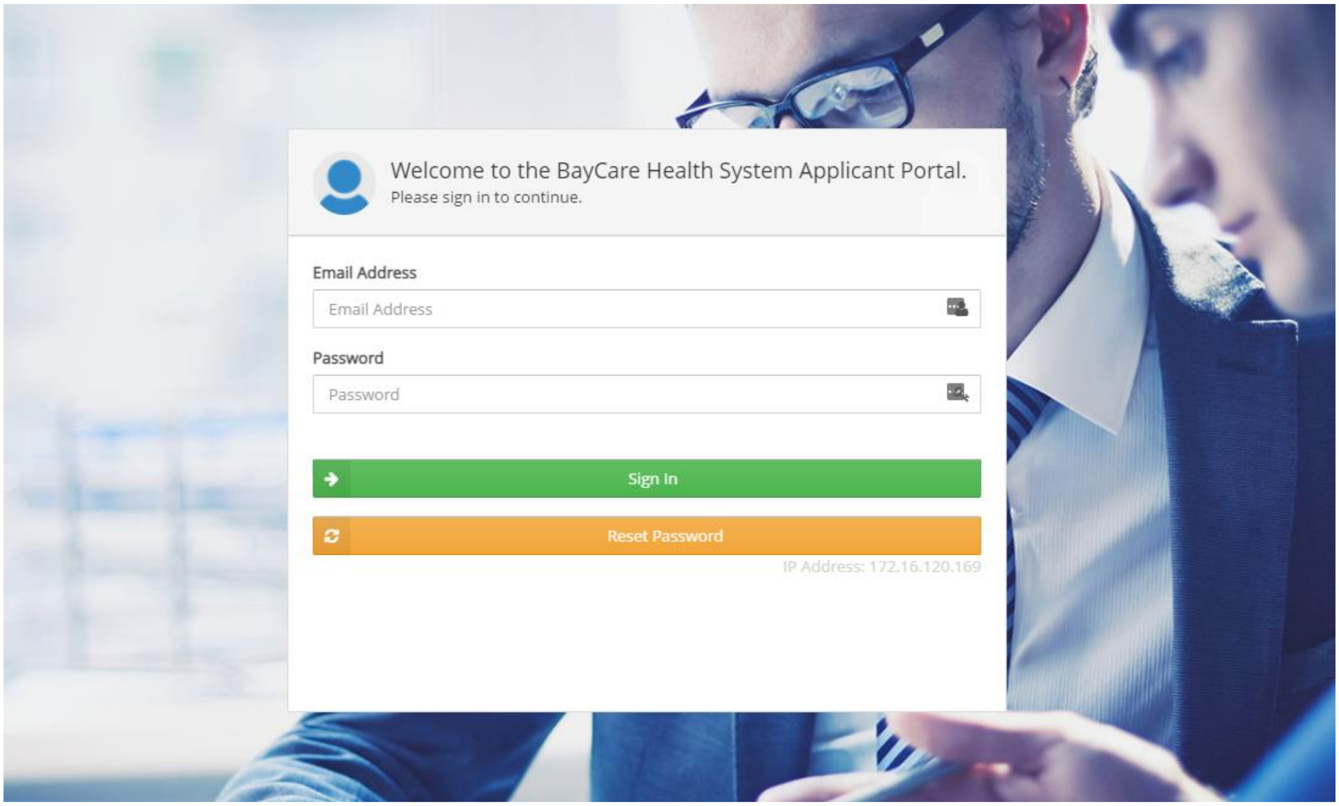
Thank You!

BayCare Health System

NOTE: If you wish to un-subscribe and stop receiving these notifications, please click here.

Step 4 – The candidate will use the credentials provided in the email sent to them to login to the Candidate Portal system, where they will be prompted to review & sign off on any necessary legal documents, as well as validate/confirm/supplement the details received from the partner system.

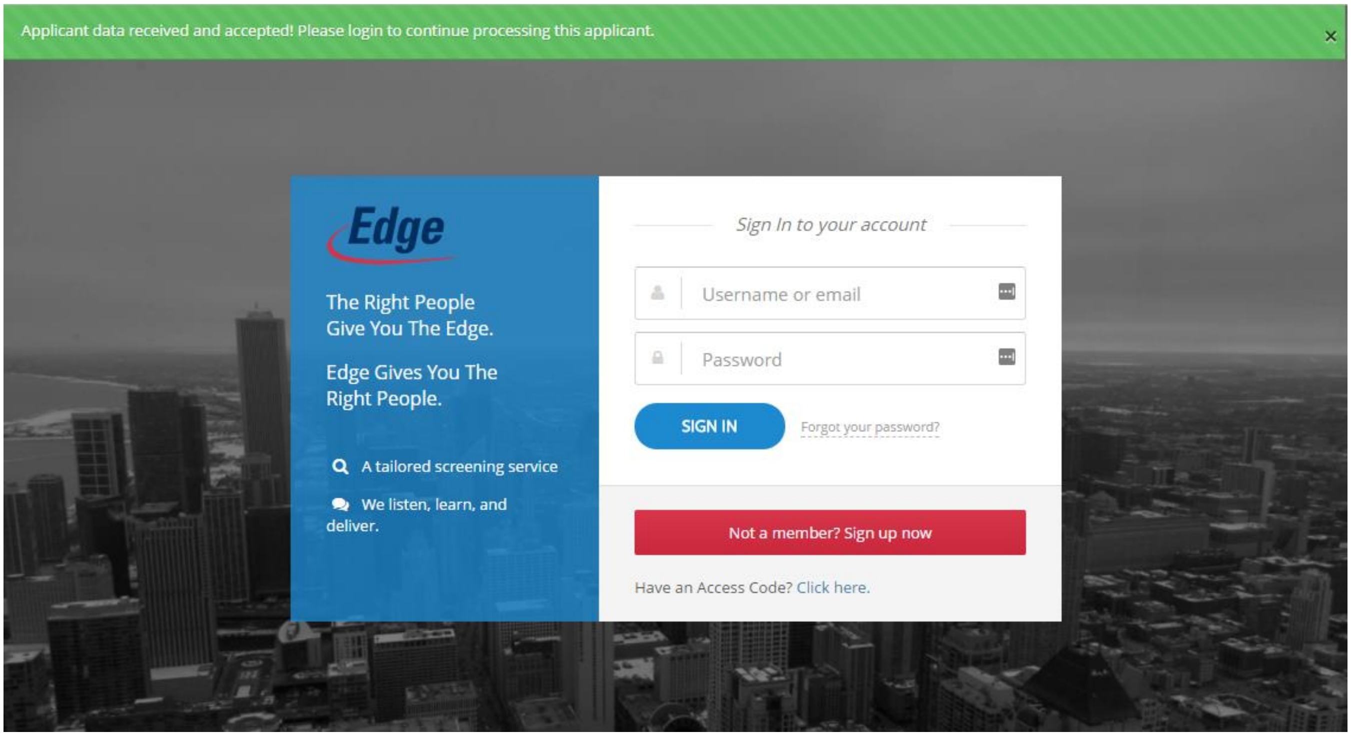
Upon completion of this process by the candidate, the information will then be submitted back into the primary Edge platform and the background check will begin processing. At this time is also when the Edge platform would start to send status updates back to the partner system with status information about the background check, with eventually a final result/status being sent once the background check process is completed.



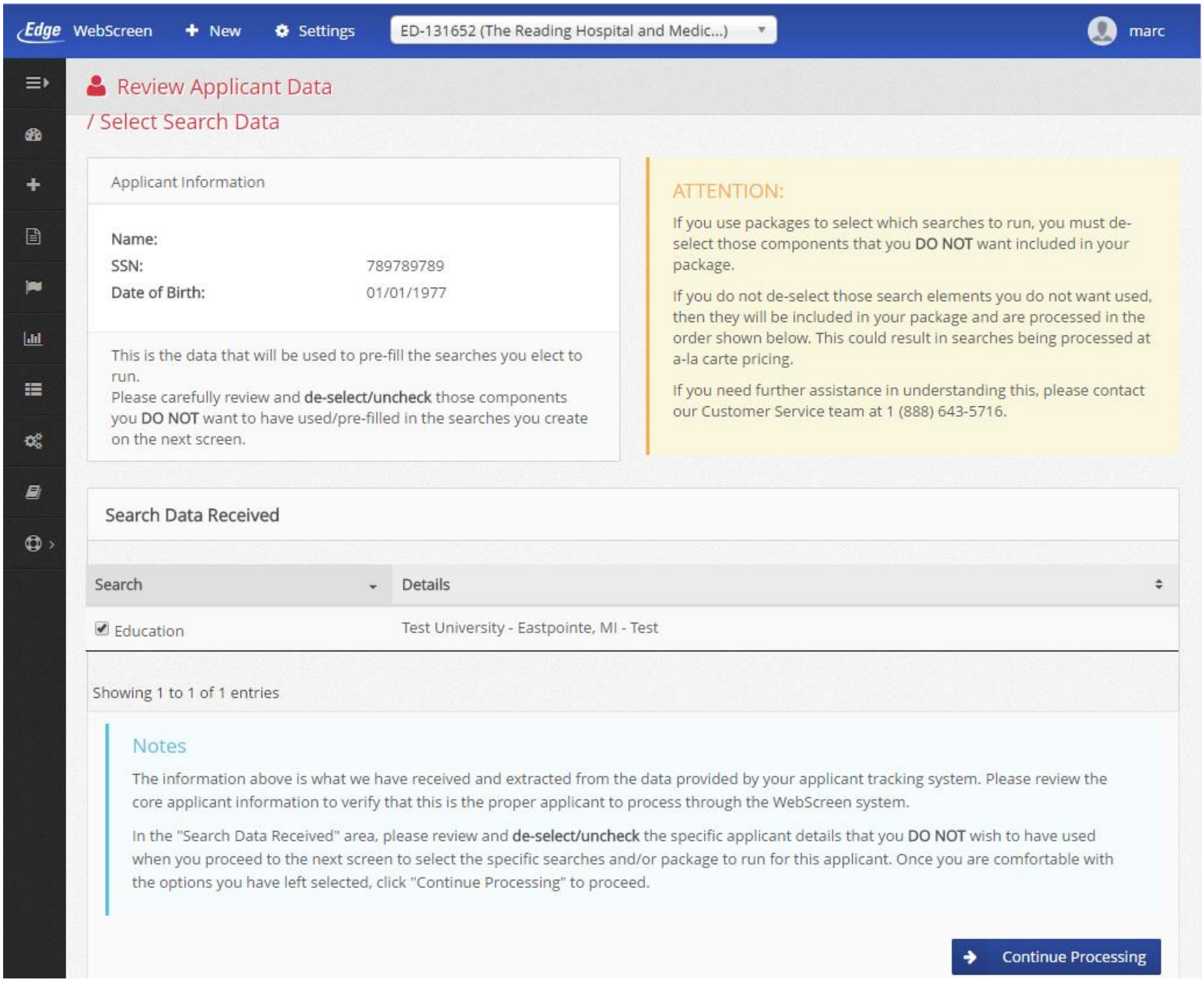
Direct Order Processing Model - Process Flow & User Interface

If the integration you are configuring with Edge is to use the “Interactive Direct Order” (“Direct”) model then in this scenario the client will be directed to login to the Edge system to validate and immediately start the process to place the background check order. The following section illustrates the process flow once a new applicant is received in the Edge system.

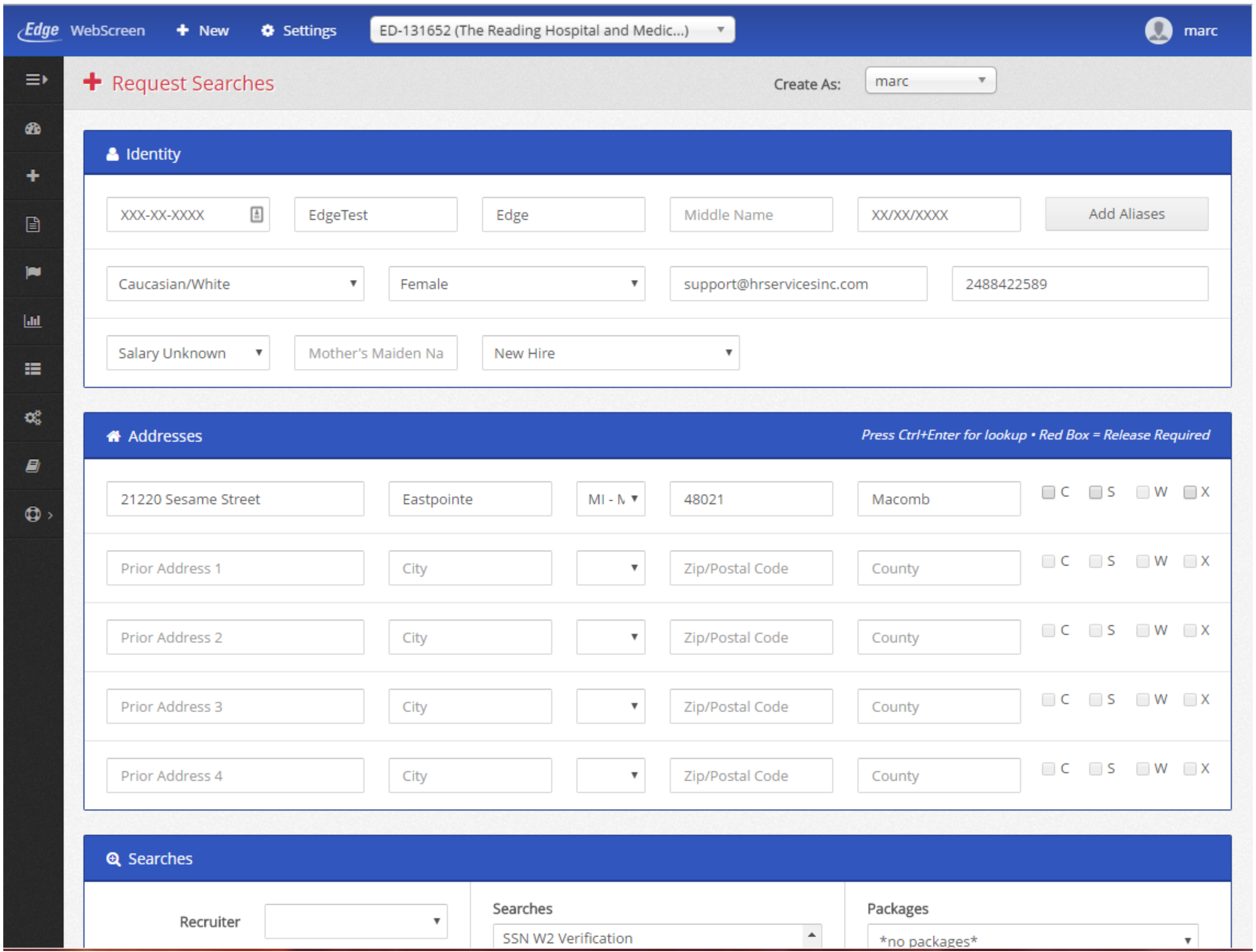
Step 1 – The user would initiate the request for a background check for a given applicant (via a button press/etc) within the vendor system and this would trigger the simultaneous submission of the XML data for the applicant into Edge’s system as well as launching a new browser window to the data submission address. The XML data is parsed credentials and validated. In addition, critical error checks are performed to ensure that the required information has been provided and is in a valid format (ie: SSN, DOB, Applicant Name, Address, etc.). Assuming all these checks pass without issue, the user should then see a screen similar to the one below:



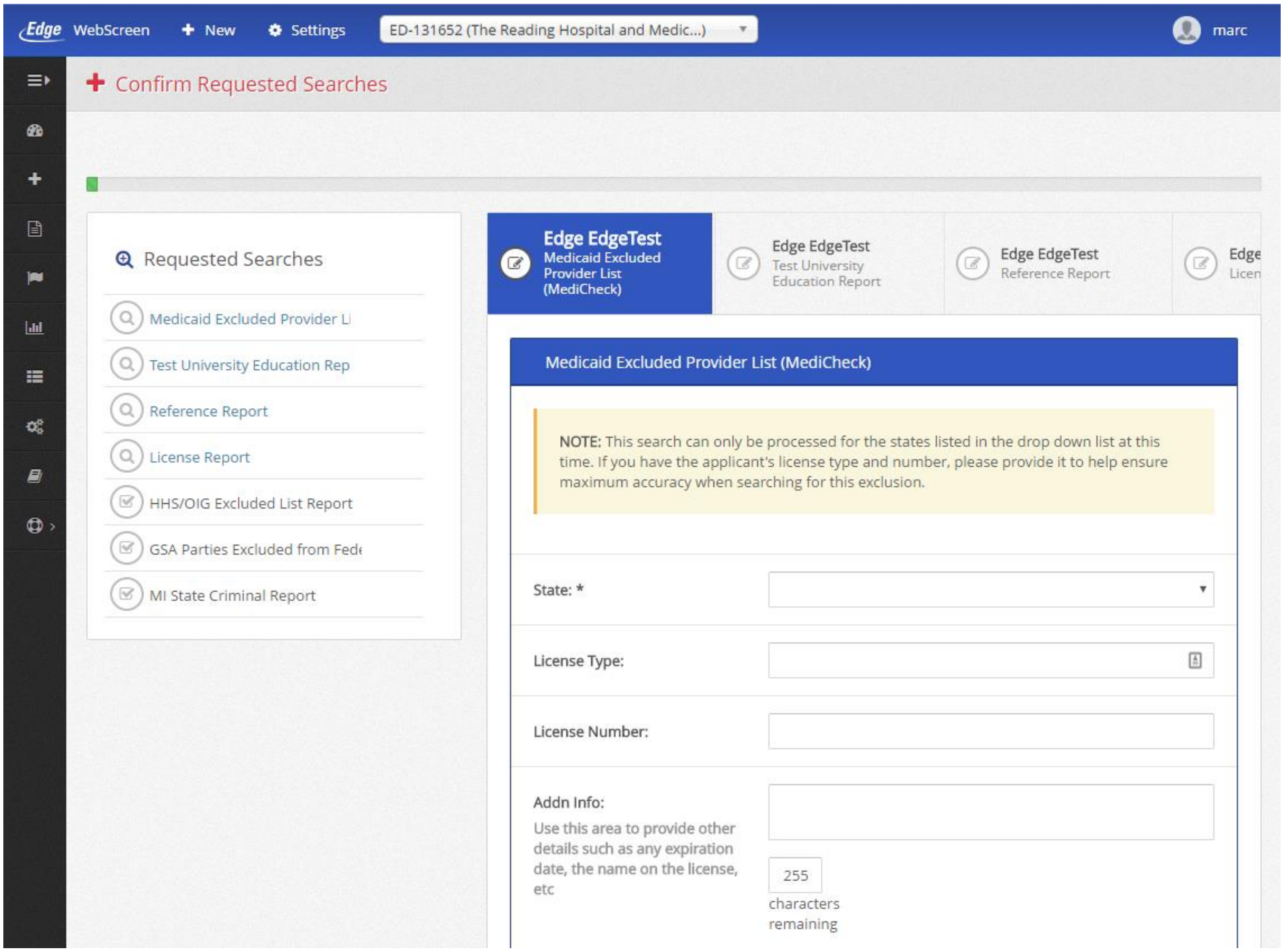
Step 2 – User logs into the WebScreen system with their user name and password (supplied by Edge to the vendor directly). The user is then directed to a confirmation screen to review the details that were provided in the XML data stream, as shown below:



Step 3 – After reviewing the data provided in the XML and confirming which elements/components they will want to use to process their background check, the user clicks a “Continue Processing” button and will then be directed through the remainder of the process for completing the background check. This includes validating the core demographic data, filling in any missing components and selecting the searches/package to run for this applicant:



Step 4 – In the final step, any additional data required for searches selected will be requested and in the cases where this data was provided from the vendor system, it will be used and prefilled to help avoid duplicated data entry by the client.



Step 5 – Once all data is filled in and validated, the user will click the “Submit Searches” button within the Edge system to complete the process which will store all the necessary data into the Edge database and initiate those searches for processing. This also will trigger the initial post back to the vendor system with the interim update listing all the individual searches created and the fact that all searches are “In Progress”. Please reference the “Sample XML” section for more information on the different samples included with this package that outline how the XML sent back in the post back is to be formatted and what it will include.

Step 6 – At this point the searches created are processed within the Edge system and as those searches become complete, then additional post backs will be made to the vendor system. The Edge system will also trigger post backs if and when any specific searches require further input/decision making by the client. Please reference the “Sample XML” section for more information on the different samples included with this package that outline how the XML sent back in the post back is to be formatted and what it will include.

Background Check Status & Results Processing

This section describes the processing of the results for a background check as it progresses through the Edge system and reaches the different statuses and stages that a background check may go through. There are multiple statuses and result values reported back from the Edge system in the post back data sent to the vendor system, they are as follows:

- **Overall Background Status** – this is the all-encompassing status for the applicant as a whole and can be used to quickly determine if all screenings are complete yet or not.
- **Overall Background Result** – this is the all-encompassing result for the applicant as a whole. This is typically where you will find the "Pass/Fail" data for the applicant.

- **Individual Screening Status** – this is the status at an individual screening level and can be used to determine the status for each individual component of the overall background screening on an applicant.
- **Individual Screening Result** – this is the result for an individual component of the background screening being run on an applicant. Will consist of a "Pass/Fail" style piece of information. In addition if the client made a decision and provided comments about that decision, they will also be included in the post back data and can be used to explain the "pass/fail" decision process.

The flow of the post back response and the use of these status and results will work as follows:

1. Searches are initiated and all statuses and results are set to an "In Progress" state.
    a. Example:
       Overall Background Status: InProgress
       Overall Background Result: InProgress
       Individual Screening #1 Status: InProgress
       Individual Screening #1 Result: InProgress
       Individual Screening #2 Status: InProgress
       Individual Screening #2 Result: InProgress
2. As searches are completed, depending on client specific processing rules, individual components of the background check may reach a status that requires further review by the client back in the Edge system (via the WebScreen application). This will be indicated on the individual screenings with a **result** status of "InReview".
    a. Example:
       Overall Background Status: InProgress
       Overall Background Result: InProgress
       Individual Screening #1 Status: InProgress
       Individual Screening #1 Result: InReview
       Individual Screening #2 Status: InProgress
       Individual Screening #2 Result: InProgress
3. As the searches are completed, if they do not require any review by the client, they will go to final statuses and will have their results status updated accordingly.
    a. Example:
       Overall Background Status: InProgress
       Overall Background Result: InProgress
       Individual Screening #1 Status: Completed

Individual Screening #1 Result: Pass
Individual Screening #2 Status: InProgress
Individual Screening #2 Result: InProgress

4. Once ALL searches for a given applicant have been completed, then the overall status will also be updated and each individual screening will have their appropriate final status and results.

    a. Example:
    Overall Background Status: Completed
    Overall Background Result: Fail
    Individual Screening #1 Status: Completed
    Individual Screening #1 Result: Pass
    Individual Screening #2 Status: Completed
    Individual Screening #2 Result: Fail

5. In addition the different "Statuses" and "Results" values to be used at each interval/final stage may be customized per client specification as well. Please complete the table below or leave as is if you wish to accept the default options.
NOTE: For more advanced scenarios, some additional documentation may be used to ensure proper configuration.

Status	Default Value	Result	Default Value
In Progress	InProgress	In Progress	InProgress
Completed	Completed	In Review	InReview
		Pass	Pass
		Fail	Fail

Sample XML & Additional Support Documents

This section of the document explains the additional documentation that you may receive as part of the integration documentation package. Not all documents listed here will apply or be relevant for a vendor's given integration and Edge will supply only the relevant documents that the vendor will need to use.

Sample XML Documents

Initial_Request.xml

This is the sample XML file that demonstrates how an initial request to the Edge system should be formatted. (Please reference the xml and accompanying PDF in attached zip file).

Sync_Initial_Request.xml

In cases where an "Interactive" type integration is being leveraged, this is the sample XML file that demonstrates how the synchronous response an initial request to the Edge system will be formatted. It will typically always include a link back to the proper login and/or landing page where the user should be directed. (Please reference the xml and accompanying PDF in attached zip file).

Initial_Response.xml

This is the sample XML file that demonstrates how an initial response for a background check from the Edge system will be formatted when posted back to the vendor. This will occur only once the background check has commenced, hence in cases where the Candidate Portal is being used, this response will only be sent after the candidate completes their part of the process. (Please reference the xml and accompanying PDF in attached zip file).

Final_Response_Pass.xml

This sample XML file demonstrates how the final response in a "Pass" scenario for a background check from the Edge system will be formatted when posted back to the vendor. (Please reference the xml and accompanying PDF in attached zip file).

Final_Response_Fail.xml

This sample XML file demonstrates how the final response in a "Fail" scenario for a background check from the Edge system will be formatted when posted back to the vendor. (Please reference the xml and accompanying PDF in attached zip file).

Error_Response.xml

This is the sample XML file that demonstrates how any error responses for a background check from the Edge system will be formatted when posted back to the vendor. (Please reference the xml and accompanying PDF in attached zip file).

Additional Support Documents

Included Documents for All Integrations

Workflow & Instructions (PDF)

This is the document you are currently reading and provides a high-level overview of the integration process and options that exist for building the integration between Edge and client/vendor systems.

Initial Response Sample (PDF)

This document serves as a legend and detailed explanation of all the possible options that exist when sending an applicant's information from the vendor system to Edge. This document provides detailed comments and notes that are color coded to assist the vendor in understanding how they should be ensuring their XML documents are created.

NOTE: This document will in many cases differ from the actual "Intial_Response.xml" file that you will also receive as this PDF version is designed to provide all options, which may or may not apply to the integration being designed. This additional detail is provided so that if in the future additional items or elements must be added, the vendor can refer to this document for guidelines and specifics on how to add those components in the proper manner.

Error Codes & Definitions (XLSX)

This document provides the details on each of the error codes and definitions for those codes that could be possibly returned when working with Edge's Standard Background Integration interfaces.

Initial Response Sample (PDF)

This generic document again serves as a legend document that accompanies the "Initial_Response.xml" file to help explain and detail what each of the elements in the XML document will hold and contain. This document is a generic document and is not customized, but in the event the integration dictates some additional adjustments, then custom versions of both the XML and this PDF will be created and provided.

Error Response Sample (PDF)

This generic document again serves as a legend document that accompanies the "Error_Response.xml" file to help explain and detail what each of the elements in the XML document will hold and contain. This document is a generic document and is not customized, but in the event the integration dictates some additional adjustments, then custom versions of both the XML and this PDF will be created and provided.

Final Response Sample (PDF)

This generic document again serves as a legend document that accompanies the "Error_Response.xml" file to help explain and detail what each of the elements in the XML document will hold and contain. This document is a generic document and is not customized, but in the event the integration dictates some additional adjustments, then custom versions of both the XML and this PDF will be created and provided.

Screening Response Status Rules (PDF)

The purpose of this document is to illustrate all the possible combinations of screening and order status responses that the vendor may receive as part of post back data sent from Edge to the vendor system. In the event that the customer chooses to have customized status rules implemented, then a customized version of this document will be prepared and provided in its place.

Testing Platform Information (PDF)

This document provides the vendor with information about the testing platform that they will be using during the development of the integration with the Edge system. It also outlines the testing cases that can be used to simulate specific responses and post back information to help ensure that all conditions and scenarios are fully tested during the development process.

Optional Documents Based on Specific Integration Needs

FCRA Disclosure & Release (PDF)

As part of any background screening process, Edge must ensure that the applicant has viewed and agreed to a mandated Fair Credit and Reporting Act (FCRA) release and disclosure. This document serves to inform the applicant to his or her rights under the FCRA and also is providing the authorization to release the applicants' information to Edge so that an Investigative Consumer Report can be processed for that applicant on behalf of the client.

This document is a generic sample that can be used that includes all the necessary language and state specific disclosures that may or may not apply based on the state of residence for the applicant. While most clients have their own release and disclosure document that they already have had approved and are using, Edge provides this sample in the event that a generic version that can be used for all applicants is needed or requested.

As part of the integration, Edge requests that the vendor have the ability to show this release on the screen to the applicant and to allow them to "electronically" sign it (this can be via a simple "I agree" style checkbox. The vendor should then provide a PDF version of the attached document (with the appropriate information being replaced within it) and included with the XML that is transmitted to Edge with the rest of the applicant information. This helps ensure that Edge has the necessary release to begin processing the background check and helps maintain client compliance with state and federal regulations that dictate the requirement of such a release being signed and provided for each applicant.

NOTE: The ability to provide an electronic version of a release is NOT a mandatory requirement at this time and Edge will work with the vendor and client to determine if this can be accomplished. It is Edge's preference however that this be included in all integration projects and Edge reserves the right to later make this a mandatory component of all integrations.

Field Mappings (XLSX)

This document provides the details on each of the elements that will be required for the integration that is being designed. This document is CUSTOMIZED to reflect what has been agreed upon between Edge and the client/vendor as to which screenings and components are required and optional and will only outline the elements that are considered necessary to support a successful integration.

NOTE: This document should match up to the "Initial_Response.xml" file that you receive and all components in the XML file should also be found in this excel document.

Package Configurations (XLSX)

This is an optional document that will only be provided if the integration being implemented is of the "Non-Interactive" type. It will outline all the different packages that the customer can possibly order, the screenings that are part of those packages and then any specific rules/restriction that the client has defined as to whom or which locations/groups can order those packages.

Grouping Configurations (XLSX)

This is an optional document that will be provided if the integration being implemented is of the "Non-Interactive" type and/or leverages the Candidate Portal and when the customer requires special grouping elements be provided for billing and/or reporting purposes. It will outline all the different grouping options that currently exist in the Edge system that the customer can currently select from. When these grouping elements are specified, it typically indicates they are required elements to ensure screenings are billed and/or reported under the proper region, district, store, etc.

Project Plan & Timeline (PDF or MPP)

This document serves as the template for our traditional project implementation plan and timeline. Edge uses this as a foundation document to outline all the necessary steps and milestones that a traditional integration project will go through. Depending on the scope and nature of the integration being implemented, this document may or may not be provided.

NOTE: Edge can optionally provide a copy of the project plan in the Microsoft Project file format if the client/vendor is able to support that as well and would like a project file that they can use on their end. Edge however must maintain final administrative control over the schedule defined and any changes suggested by either the client or vendor must be agreed upon by all parties.

Release Portal Configuration (PDF)

In the event that the vendor system cannot offer the ability to provide an electronic FCRA release that can be transmitted as part of the data set in the XML and/or the vendor cannot show the full FCRA release as part of their system, Edge has a portal system that can be used to capture this data as an alternative. In the event that this is a required component, this optional document will be provided to the client so that they can complete it for custom configuration purposes.