Pre-Employment Screening Program – Customer Service Group

Contact and Assistance Information: The preferred method of contact is by e-mail: Customer Support Email: PSPhelp@egov.com
Customer Support Phone: (877) 642-9499 Customer Support Phone Hours: Monday-Thursday, 8 a.m. - 6 p.m. and Friday 8 a.m. - 5 p.m. Eastern

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INTRODUCTION

Welcome to the Pre-Employment Screening Program (PSP).
- This manual offers an overview of the PSP application for account holders.

Overview
- Account holder login and PSP dashboard.
- Purchasing PSP records.
- Account users and functions.
- Written disclosure and authorization audit.

Getting Started
- To use the PSP online service, internet access is required. Use your choice of internet browsers: Internet Explorer, Mozilla Firefox, Safari, or Google Chrome.
- Before accessing the PSP application, account holders must enroll. Enrollment instructions can be found at https://www.psp.fmcsa.dot.gov/psp/Enroll. Once enrolled, all users on your company’s account will receive login credentials via email.

- Enter your username (typically your full email address in all lowercase).
- Enter your password. Your initial password is provided via email from the PSP System, no-reply@egov.com.

Drivers interested in purchasing their personal PSP record may do so at any time by clicking REQUEST YOUR RECORDS.
Your password must be changed during your first login.

- Passwords must be 12-18 characters in length with at least one uppercase letter, one lowercase letter, one number, one of the following special characters: !@#$%*) and it may not contain a repeating character in sequence (i.e. LL, mm, 11, !!).
As the requirements are met the *Passwords must* list will change to indicate which requirements have been met.

**Change Password**

**Passwords must:**
- ✓ Contain at least one uppercase letter
- ✓ Contain at least one lowercase letter
- ✗ Have at least one number
- ✓ Have at least one special character !@#$%^&*(
- ✓ Be between 12 and 18 characters in length
- ✗ Not contain a repeating character (i.e. LL, mm, 11, or !!)
- ✓ Be different from any password you have previously used
- ✗ New Password and Confirm New Password entries match

After successfully entering your current and new passwords, click 'Save'. Or, click 'Cancel'.

**New Password**

**Confirm New Password**

[Save] [Cancel]
LOGIN INSTRUCTIONS

Once all requirements have been met, select Save and the system will note *Processing*.

You will receive confirmation that the password has been successfully changed and may then select *Continue*.
Next, read the terms and conditions of PSP use.

You may print a copy of the terms and conditions by clicking the grey *Print* button. The terms and conditions will be presented every time a user logs in to PSP.

Type your initials at the bottom of the page. Click *Agree to Terms* to continue.

If your security questions are set up, you may skip ahead to the PSP Dashboard section on page 15.
SECURITY QUESTIONS SETUP

- You will be prompted to *Establish Security Questions*.
  - You must select and answer three questions before you can proceed. Each answer must contain at least five characters.

  ![Set Up Security Questions](image)

  Once completed, review your answers and click *Continue to PSP Dashboard*.
Forgotten Password / Locked Account

- If you have forgotten your password or have locked your account, click on the corresponding link below login.

Login Assistance

Please enter your username below to unlock a locked account or reset your password. If you are resetting your password, you will receive an email containing a temporary password. Once you login with the temporary password you will be required to reset your password.

Enter your username (typically your full email address in all lowercase).

- If you’ve established security questions, you will be prompted to answer at least one of your security questions.

- If the security questions have not been setup you will be asked to submit your PSP Customer ID number and a new password will be emailed to you. If you do not know your PSP Customer ID, please contact the Customer Service team.
SECURITY SETTINGS

- Once logged in, click on the *My account* link on the top right side of the page.

- Click the different links to update your password, edit your security questions or click on security settings to opt in to receive password expiration reminders.
You may change your password at any time by clicking *Change Password* under the person icon. However, password changes are not allowed more than once in a 14-day period.

You must confirm your current password and then enter your new password twice. Once you click *Save* your new password is set.

You are required to change your password every 60 days. To receive password expiration reminders, click on the person icon and select *Security Settings* to opt in.
You may edit your security questions at any time by clicking Security Questions, found under the person icon.

Click on Edit and you will be prompted to verify your password.

Once the password has been verified you will be able to edit your security questions and save your answers.
PSP DASHBOARD

Upon successful login, the PSP Dashboard displays all active records for your account. Records remain active for viewing for five days (120 hours) from the time of purchase.

During the five-day window you may view a record by either clicking on the last name of the driver, clicking the View button or clicking Download. When downloaded the record will open as a PDF document. You may print or save this record.

Users can sort by any column; simply click the column name in the header. The system defaults to sorting by the Request Date which makes the most recent record show at the top.

Search through active records by using the search box shown below.
To search for a specific record, enter the information into the search field and press enter or click the Search button. The results will update to show the corresponding record(s).

To request a new driver’s PSP record, click Request Driver Records + button.
REQUEST PSP RECORDS

To request a PSP driver record, provide the driver's last name, first name, date of birth, license number and license state. You are required to attest that your company has received the driver's disclosure and authorization for the PSP inquiry.

The *Internal Reference* field allows users to enter additional information for each transaction. Any text added here will show on your Billing Summary Report.

For more information on the *Internal Reference* field, refer to page 32.

Hover over the question mark above *License Number field* for a tip on how to enter license numbers.
REQUEST: MULTIPLE PSP RECORDS

To query multiple drivers’ PSP records, click +Add Driver. Each driver is considered one transaction.

The Add Another License button can be used to submit additional license information or multiple last names (see next page for more details on submitting a driver with multiple last names). There is no additional fee for multiple licenses.

If a driver has additional license information, they must be entered to get a full history.

The current transaction total and amount is present in the upper right side of the page.

Review the information and click Submit Request to generate PSP records.
To query a driver who has multiple last names, click *Add Another License* and enter every combination of the driver’s last names. There is no additional fee for multiple licenses.

**Example:** John Smith-Jones, the last name would be entered as Smith, SmithJones, Jones and JonesSmith for a total of four licenses. The license information for each would remain the same.

The transaction total and amount is present in the upper right side of the page.

Review the information, certify and click *Submit Request* to generate the PSP record.
RESULTS

- Once submitted the screen will note the transaction is processing by displaying the following symbol.

- To view the processed record, either by clicking on the driver’s last name, clicking the View button or clicking Download.

- To order more PSP records, click Request Driver Records +.
PSP RECORD

- PSP record data comes from the Motor Carrier Management Information System (MCMIS) database. The data is refreshed approximately once a month. To receive notification of each MCMIS data load, follow @PSP_help on Twitter.
  - PSP records are available for viewing for five days (120 hours) from the time of purchase.
- A PSP record search includes **four data** elements: driver’s last name, driver’s date of birth, driver’s license number, and driver’s license state. All four elements must be an exact match in order to produce a record. Please enter your PSP record search information carefully and review for accuracy.

**DataQs**

- If you or the driver would like to challenge data found in a PSP record, please visit the FMCSA DataQs web site at [https://dataqs.fmcsa.dot.gov](https://dataqs.fmcsa.dot.gov).
The first section displays the driver information that was requested in this report.

This area includes details about each crash that occurred in the last 5 years.

This is the date and time the PSP request was made.

MCMIS snapshot: The date that the PSP data was provided by the FMCSA for this report. The PSP provides activity as of this date.
This area includes details about all inspections that occurred during the last 3 years.

- Violations are indicated as co-driver if applicable.

- Hazmat inspections are indicated with “Y” in this column.

- Co-Driver violations are notated with text, indicating any violation charged to the driver for whom the report was generated.
This FMCSA’s Adjudicated Citations policy went into effect on 08/23/2014.

If the driver is convicted of a different/reduced charge following adjudication, then the PSP report will display the original violation, but also note that the driver was convicted of a different charge.

The summary counts and rates only include violations that were attributable to SMITH, JOHN or were not the result of a crash.
The violation summary only counts those violations charged to the driver for whom the report was generated.

A footnote explaining how the violations are summarized appears below the summary.
To generate a PSP record, an exact match must exist for the four data elements: driver’s last name, date of birth, license number and license state.

If an exact match is not found in the PSP database for the four data elements, you will receive a record with a red stamp: “No crash or inspection results found.”
The company authorized contact has an *Admin* link. This link allows the admin to unlock, edit or disable account users.

If a user attempts to login unsuccessfully multiple times, PSP will ‘lock’ the user’s account. The user will need to contact their Admin to unlock their login credentials. The admin will see an *Unlock* button next to that user.

To remove account access for a user, click *Disable*.
Admins can access various PDF change request forms from the Admin Screen.

- To add/remove account access for a user, select **Modify Users**.
- To update billing information, select **Modify Billing**.
- To update account information such as the address, select **Modify Account**.

Forms may be submitted via email or fax as indicated on the form.

### USER ACCOUNT Admin

**USERS**

<table>
<thead>
<tr>
<th>User Name</th>
<th>Last Login</th>
<th>Edit</th>
<th>Disable</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:johndoe1397@yahoo.com">johndoe1397@yahoo.com</a></td>
<td>05/04/2018</td>
<td><img src="edit.png" alt="Edit" /> <img src="disable.png" alt="Disable" /></td>
<td></td>
</tr>
<tr>
<td><a href="mailto:janedoe1397@outlook.com">janedoe1397@outlook.com</a></td>
<td>05/04/2018</td>
<td><img src="unlock.png" alt="Unlock" /> <img src="edit.png" alt="Edit" /> <img src="disable.png" alt="Disable" /></td>
<td></td>
</tr>
<tr>
<td><a href="mailto:jonsmith1397@gmail.com">jonsmith1397@gmail.com</a></td>
<td>05/04/2018</td>
<td><img src="edit.png" alt="Edit" /> <img src="disable.png" alt="Disable" /></td>
<td></td>
</tr>
</tbody>
</table>
Account holders may be selected for a driver disclosure and authorization audit. If selected, the company authorized contact will receive an email notifying them of the audit.

The first user who logs in to PSP after audit selection will see the screen below. The user can then acknowledge the audit by entering their initials and clicking the **Acknowledge Now** button. Once the audit has been acknowledged, other users will not see this screen.
The user that accepts the audit will then be directed to the Audit Dashboard, see screen below. This screen lists the PSP record requests that have been selected for audit.

To successfully satisfy the audit, the user must submit the driver disclosure and authorization form(s) for the transaction(s) listed. Forms may be uploaded to PSP, emailed (PSPaudit@egov.com) or faxed to 703-841-6370.

- All forms must include the **FMCSA-required disclosure and authorization text**, driver’s signature (electronic or handwritten) and date (dated on or before the PSP record request date).

- For more information about the audit please review the **FMCSA’s instructions for audit compliance**.

The current status of the audit can be found in the last column.

After reviewing the audit information, click **PSP Dashboard** on the toolbar to proceed to the PSP Dashboard.
AUDIT DASHBOARD

Users can access the Audit Dashboard at any time by clicking the link on toolbar at the top of the page.
Information added to the *Internal Reference* field when making a request will show on your monthly Billing Summary Report (Last name – Internal Reference).

This feature can be used to assist companies with record keeping and reconciliation.


CONTACT PSP CUSTOMER SERVICE

- Chat support:
  - Chat with Customer Service by clicking the Live Help icon when the status reads online.

- Email support:
  - If you are not yet enrolled and have questions you may email us at PSPenrollment@egov.com.
  - For audit questions, email PSPaudit@egov.com.
  - For billing questions, email PSPbilling@egov.com.
  - For general PSP questions or support, email PSPhelp@egov.com.

- PSP Customer Service can be reached at 1-877-642-9499.