



Remember:

- ✓ Background Screening should be completed before the volunteer/employee is allowed to serve.
- ✓ The volunteer/employee must renew their screening every three (3) years. References only need to be completed during the first screening.

Online Background Screening Common Issues:

- **DO NOT TRY TO COMPLETE ON MOBILE DEVICE.** Use either a desktop or laptop computer.
- The website is not compatible with all browsers. Please use one of the following browsers: Google Chrome (highly suggested), Safari or Mozilla Firefox, Internet Explorer (Microsoft Edge)

If you experience trouble on the consent form portion of the background screening:

- Digital Signature- The system is case sensitive so make sure to enter the same name format that was entered initially at "Registration Process". Type capital or lower-case letters where needed and make sure you have checked all of the boxes on the consent form. If you are still having trouble, you may need to clear your computer's cache and cookies since the website is very case sensitive.
- If you are still having issues, please call or email Adventist Support.
- 1-855-326-1860 or AdventistSupport@sterlingvolunteers.com