

R'Shared Service Center (RSSC) Live Scan Procedure (Citrus, Harvest, and POSSC Service Center Clients)

OVERVIEW

The following procedure outlines the workflow, routing, approval, and reporting process for Live Scan services that are performed by the R'Shared Service Center (R'SSC) for clients served by the Citrus, Harvest, and POSSC Service Centers.

LEARNING PATH

The following resources summarize the campus background check requirements:

1. UCR Local Procedure 21: Appointment and Selection
<https://hr.ucr.edu/policies/policiesandcontracts/ppsm21pro.html>
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SERVICE DELIVERY

1. 7 R'SSC employees are licensed to roll fingerprints.
 2. Hours of Operation are M-F 7am - 6pm
 3. Advance notice provided for downtime due to occasional closures
 4. ~44 appointments/day (4 hour notice required - same day appointments)
 5. Walk-ins accepted based on availability (priority given to appointments)
 6. Book 3 months in advance (2 week notice for groupLive Scan requests)
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LOCATION

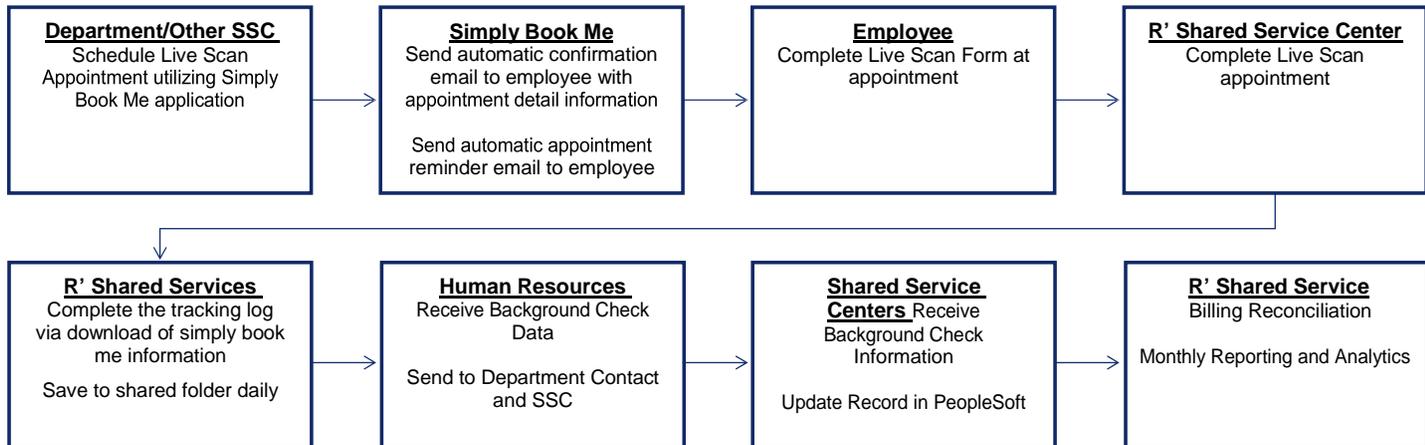
Bannockburn Village, Office J115 Canyon Crest Drive,
Riverside, CA 92507
(951-827-6725)

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I. ROLES and RESPONSIBILITIES

Department or Home Service Center	Simply Book Me Software	R' Shared Service Center	HR/Labor Relations
<ul style="list-style-type: none"> • Schedule employee appointment • Enter Results into PeopleSoft 	<ul style="list-style-type: none"> • Send Confirmation and Reminder to Employee 	<ul style="list-style-type: none"> • Perform Live Scan • Complete Live Scan Daily Report from Simply Book Me • Save daily report to Shared Drive • Monthly Reporting and Reconciliation 	<ul style="list-style-type: none"> • Monitor Results • Send Results to Department Contact and SSC • Work with departments when needed

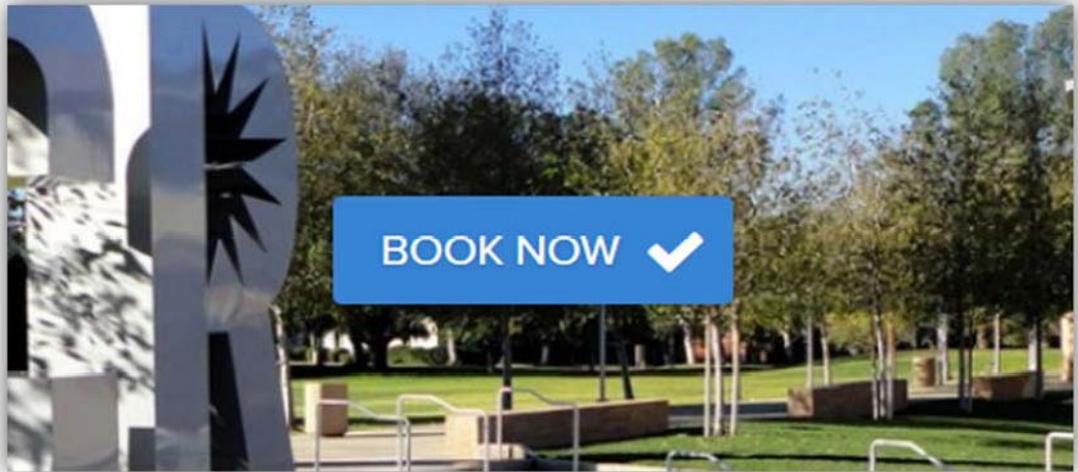
II. WORKFLOW, ROUTING, APPROVAL and REPORTING



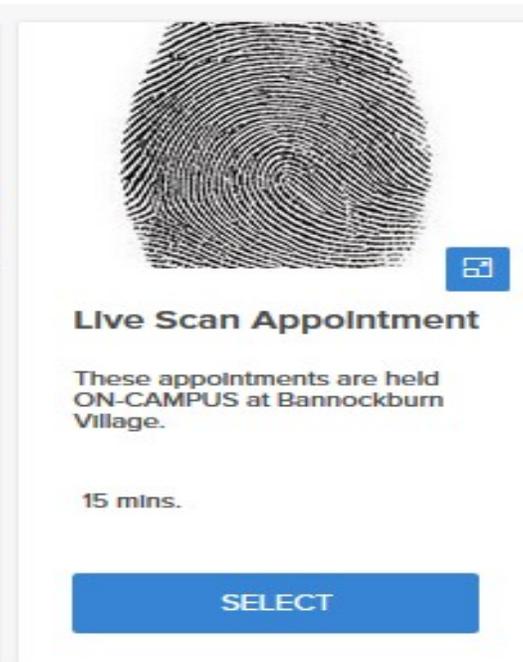
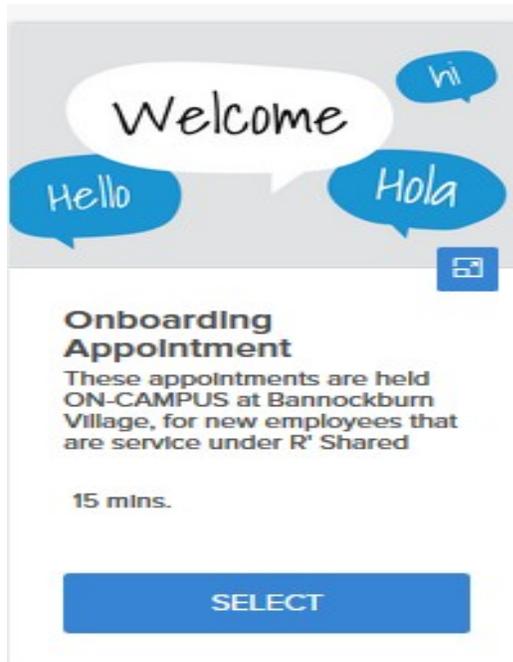
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III. REQUESTING SERVICE

- **Access Simply Book Me Software:** Click on the link below to access the Live Scan booking process <https://rsharedservices.simplybook.me/v2/#>



- **Select the Live Scan Only Option**



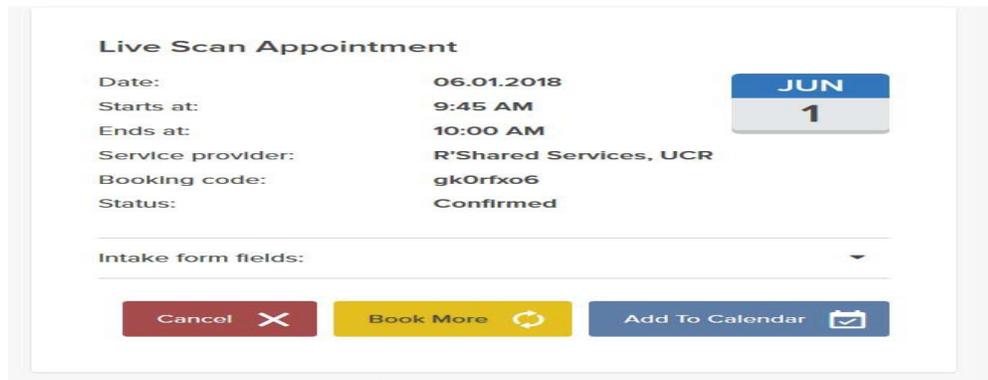
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- Complete the Live Scan Request Form and Select Book Now

Form Field	Instructions
Name	The employee's first and last name
Email	The employee's email (<i>this is the email that will be used for confirmation and reminder emails</i>)
Phone	The employee's phone number
Department Code	The position department number <u>without the D</u> in front of the number
Department Name	The position department name
Department Contact	The name of the department contact (<i>this person will receive the background check results</i>)
Department Contact Extension	The above named contact's extension (<i>this will be used by Labor Relations or R'SSC if there are questions/concerns</i>)
Home Shared Service Center	The shared service center that supports the department
Live Scan Type	DOJ, FBI, or both Live Scan types
Case Management Number	The ServiceLink Task number or other case management tool reference number (Optional)
Comments	Additional comments you would like to communicate to the R'SSC (Optional)
Date	Auto populated based on the date that is selected for the appointment
Starts At	Auto populated based on the time that is selected for the appointment
Service Provider	Defaults to R' Shared Service, UCR

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- Receive The Automatic Notification



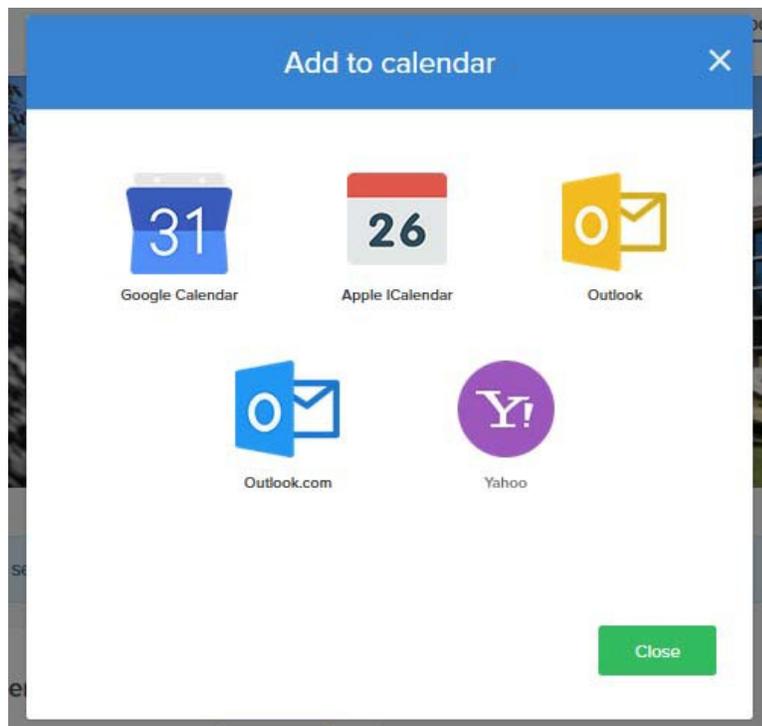
The screenshot shows a 'Live Scan Appointment' confirmation page. It includes the following details:

Date:	06.01.2018	JUN
Starts at:	9:45 AM	1
Ends at:	10:00 AM	
Service provider:	R'Shared Services, UCR	
Booking code:	gkOrfxo6	
Status:	Confirmed	

Below the details is a section for 'Intake form fields:' with a dropdown arrow. At the bottom, there are three buttons: 'Cancel' (red), 'Book More' (yellow), and 'Add To Calendar' (blue).

- Add The Appointment To Your Calendar

- You can select add to your calendar from the booking page. A pop up will ask which type of calendar you have. Once your type is chosen you will be able to add/view your appointment on your calendar.



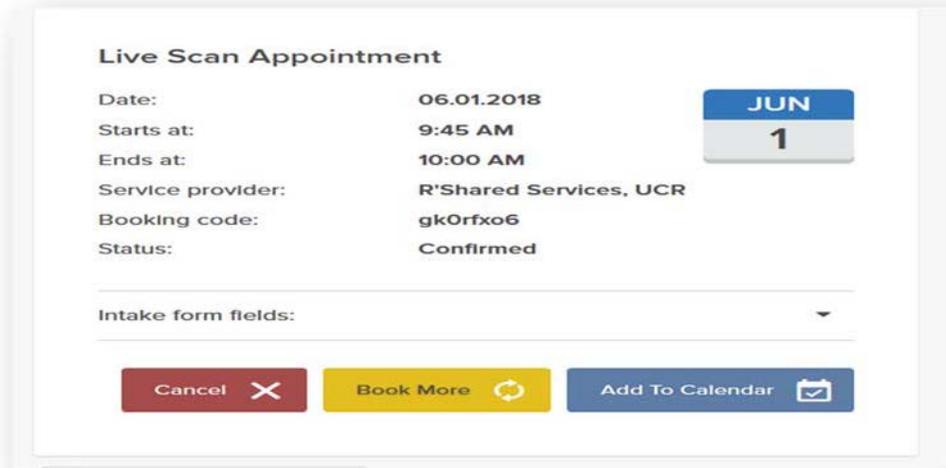
The screenshot shows a pop-up dialog titled 'Add to calendar'. It offers five options for adding the appointment to a calendar:

- Google Calendar (blue icon with '31')
- Apple iCalendar (red icon with '26')
- Outlook (yellow icon)
- Outlook.com (blue icon)
- Yahoo (purple icon with 'Y!')

A green 'Close' button is located at the bottom right of the dialog.

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- **Cancel an Existing Appointment**
 - Click “cancel” to remove the appointment



Live Scan Appointment

Date: 06.01.2018

Starts at: 9:45 AM

Ends at: 10:00 AM

Service provider: R'Shared Services, UCR

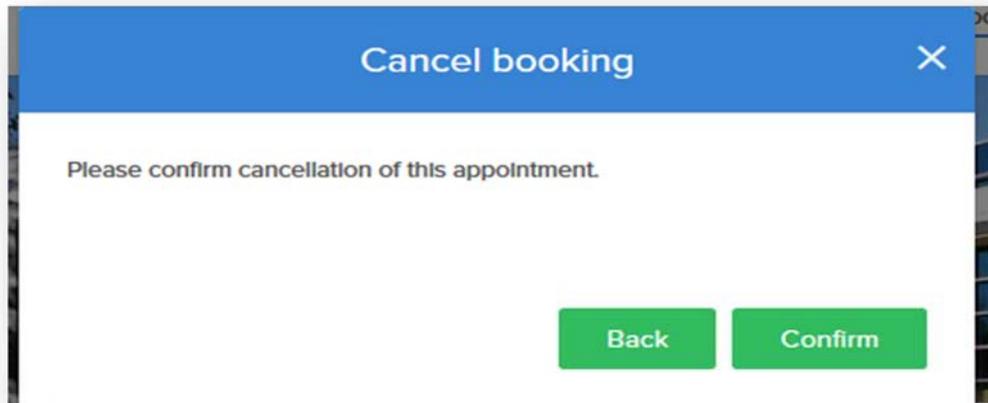
Booking code: gk0rfoxo6

Status: Confirmed

Intake form fields: ▾

Cancel ✕ Book More ↻ Add To Calendar 📅

- Click “confirm” to cancel the appointment



Cancel booking ✕

Please confirm cancellation of this appointment.

Back Confirm

- Once the appointment is booked in the employees name and you leave the Simply Book Me application, you will not be able to cancel from the booking website on behalf of the employee.
 - The employee can cancel their own appointments from the details in the confirmation email.
 - If you need to cancel on behalf of an employee you can send an email to fbo-hr@ucr.edu with the subject heading labeled CANCEL LIVESCAN.

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- **Book Group Appointments**

The Simply Book Me application is not configured to accept group appointments. If you would like to Live Scan multiple employees during the same appointment, please send an email request to fbo-hr@ucr.edu at least 2 weeks in advance of the requested Live Scan date. A R'SSC team member will contact you within 24 hours of receiving the request to book the group appointment on your behalf.

IV. REPORTING and MONITORING LIVE SCAN SERVICES

On a daily basis, R'SSC staff will download all Live Scan appointment information from Simply Book Me to Excel and format it for Labor Relations' review. Labor Relations will continue to monitor all Live Scan Results, work with the department contact if additional information is needed, and send the results to the Shared Service Center and Department Contact listed on the scheduling form.

On a monthly basis, the R'SSC will provide reports to each Shared Service Center that illustrates the quantity and types of Live Scans performed for their clients.