




ANNOUNCING ESR 2012 SECURITY INITIATIVES



-  Hardly a day goes by without our noticing a news item regarding a data breach resulting in the theft of personally identifiable information – including social security numbers, dates of birth and even credit card numbers.
-  ESR is committed to creating an environment that greatly reduces the risk of that happening to your private employee records stored on our servers.
-  To that end, we are proud to introduce MFA, our first data security initiative of 2012 that you will learn about in the following pages.

MULTI FACTOR AUTHENTICATION “MFA”



- Who – Those who directly access the ESR system
- What – New security measure implementation
- When – January 1, 2012 rollout date
- Where – <https://esr.clearstar.net/csge/>
- Why – Designed to protect against unauthorized access to your account and protect your private records
- How – User authentication via responses to personal questions and confirmation of an authentication code

The Following Slides Show the MFA User Experience That Will Occur Upon First Login Beginning January 1, 2012



The screenshot shows the ESRcheck login interface. On the left, there is an 'Account Login' section with a 'Username' field containing 'BradL', a 'Password' field with masked characters, a 'Remember Username' checkbox, a 'Login' button, and a 'Forgot Password?' link. On the right, the main heading reads 'Welcome to Employment Screening Resources'. Below this is a large blue and red 'napbs ACCREDITED' seal. Underneath the seal, there is a paragraph of text providing information about ESR's accreditation and directing users to an article and a news blog. At the bottom, a red-bordered box contains a red text message: 'You will login as usual at the "ESR" homepage - https://esr.clearstar.net/csge/ using your username and current password.'

ESRcheck 

Account Login

Username:

Password:

Remember Username

[Forgot Password?](#)

Welcome to Employment Screening Resources



For more information about Employment Screening Resources (ESR) achieving accreditation from the National Association of Professional Background Screeners (NAPBS®), [read this article from ESR](#). See 4th Annual Top 10 Trends in Background Screening for 2011 predicted by ESR President Les Rosen. To learn the most current and vital employment screening information for employers, [visit the ESR News Blog](#). Client Alert: Please bookmark this URL for future use. The correct link for ESRnet is <https://esr.clearstar.net/csge/>.

You will login as usual at the "ESR" homepage - <https://esr.clearstar.net/csge/> using your username and current password.


SETTING UP AUTHENTICATION QUESTIONS




Select from the dropdown list to set and then answer your personal questions. You should choose and answer with information that is only known to you.

Setup Authentication Questions


As part of our ongoing commitment to help protect you against identify theft and fraud, we help prevent unauthorized access to your accounts while reassuring you that you're at the valid website. Three challenge questions that are secrets between you and us are presented. This helps protect you, whether you're signing into our system from your own computer, or from somewhere else.

Question 1: 

Answer 1:

Question 2: 

Answer 2:

Question 3: 

Answer 3:

**Note: All answers must contain 3 or more characters*

SETTING UP AUTHENTICATION QUESTIONS CONTINUED



After selecting and answering your questions click on "Save".

Setup Authentication Questions

As part of our ongoing commitment to help protect you against identify theft and fraud, we help prevent unauthorized access to your accounts while reassuring you that you're at the valid website. Three challenge questions that are secrets between you and us are presented. This helps protect you, whether you're signing into our system from your own computer, or from somewhere else.

Question 1:

Answer 1:

Question 2:

Answer 2:

Question 3:

Answer 3:

Question 3:

Answer 3:

Question 3:

Answer 3:

Question 3:

Answer 3:

Custom Question...

*Note: All answers must contain 3 or more characters

Setup Authentication Questions

As part of our ongoing commitment to help protect you against identify theft and fraud, we help prevent unauthorized access to your accounts while reassuring you that you're at the valid website. Three challenge questions that are secrets between you and us are presented. This helps protect you, whether you're signing into our system from your own computer, or from somewhere else.

Question 1:

Answer 1:

Question 2:

Answer 2:

Question 3:

Answer 3:

*Note: All answers must contain 3 or more characters

OBTAINING YOUR AUTHENTICATION CODE

STEP 1



Authentication Code Delivery Method

Please select the method in which your authentication code will be sent to you.
Upon receiving this code you will be able to completely log into the site.

Send to Email: xxxxxxxx@esrcheck.com

I already have a code

Continue

On this screen you will choose to have the Authentication Code sent to you by email by simply clicking on "Continue".

OBTAINING YOUR AUTHENTICATION CODE

STEP 2



Authentication Code

Your requested authorization code has been sent successfully to your email account.

In order to fully log into this site you must supply the authorization code that was sent to you.

Please enter your authentication code:

Be sure to stay on this page until the email arrives with your Authentication Code. If you close this window beforehand, you'll have to login again, re-answer the security questions, and then validate your account. It's much easier to leave this window open.

Continue

YOU WILL RECEIVE AN EMAIL WITH YOUR AUTHENTICATION CODE AND INSTRUCTIONS ON HOW TO PROCEED



Your Requested Authentication Code

dispatch@clearstar.net

Sent: Tue 12/6/2011 8:45 AM

To: blandin@esrcheck.com

Note: This is a service message regarding the Authentication Code you requested.

Dear Brad Landin,

Here is the Authentication Code you will need to help us recognize your computer.

Your Authentication Code is: **534158476**

This code will *expire soon* so please enter it in the appropriate field online as soon as possible.

Please follow the instructions below if you are unsure about where to enter your Authentication Code.

- If you are currently on the page where you can enter your Authentication Code, please enter it now.
- If you are *not* currently on our site, then please follow these steps to access your accounts:
 1. Go to our site as you normally do.
 2. Enter your current password in the Current Password field.
 3. Enter your User ID and Password into the fields on the page and click "Log On."
 4. Answer your random security questions
 5. On the "Verify Your Identity" page, please click the "I already have a code" button.
 6. Enter the Authentication Code you received in this e-mail in the Authentication Code field.
 7. Click "Continue."

ENTERING YOUR AUTHENTICATION CODE



Authentication Code

Your requested authorization code has been sent successfully to your email account.

In order to fully log into this site you must supply the authorization code that was sent to you.

Please enter your authentication code:

***Enter the code you received via
email and click on "Continue".***

CHANGING YOUR PASSWORD

- BE SURE TO CAREFULLY FOLLOW THE PASSWORD FORMATTING INSTRUCTIONS -



After you've entered your authentication code, you're brought to a screen where you will be required to change your password - a process that will be repeated every 90 days. Once you've filled in the blanks, click on "Submit".

Enter Current Password:

Enter New Password:

Confirm New Password:

Your new password must conform to the following rules:

- Must be at least 8 characters (and no more than 28)
- Must have at least one lower case letter (more than one is fine)
- Must have at least one UPPER CASE letter (more than one is fine)
- Must have at least one number (more than one is fine)
- Must have at least one special or punctuation character, such as \$, %, @, !, *, or & (more than one is fine)

These stringent password rules are essential to the security of the system.

Also, please keep the following security guidelines in mind:

- Protecting your password is your responsibility
- Please, choose a password that is easy for you to remember but difficult for someone else to guess
- Please, never share your password with anyone
- Please, do not keep your password written down where someone might find it
- Please, do not give out your password to anyone over the phone
- Please, be sure and change your password immediately if you ever have reason to believe someone else might have learned your password

PASSWORD FORMATTING INSTRUCTIONS



Your new password must conform to the following rules:

- Must be at least 8 characters (and no more than 28)
- Must have at least one lower case letter (more than one is fine)
- Must have at least one UPPER CASE letter (more than one is fine)
- Must have at least one number (more than one is fine)
- Must have at least one special or punctuation character, such as \$, %, @, !, *, or & (more than one is fine)

YOU'VE NOW COMPLETED THE MULTI FACTOR AUTHENTICATION PROCESS AND ARE LOGGED INTO THE SYSTEM



The screenshot shows the ESRcheck web application interface. On the left is a navigation sidebar with four main sections: Profiles, Search, Reports, and Admin. The Profiles section includes links for 'Create New Profile', 'View All Profiles', and '- marketing'. The Search section has a 'Find:' input field, an 'In:' dropdown menu set to 'Profile #', and checkboxes for 'Include Stored', 'Highlighted', and 'Exact' (which is checked). A green 'GO' button is next to the 'Exact' checkbox. The Reports section has a link for 'Customer Reports'. The Admin section has links for 'My Customers', 'My Users', 'My Invoices', and 'Customer Service'. The main content area on the right is titled 'Welcome to Employment Screening Resources' and features a large blue and red 'napbs ACCREDITED' seal. Below the seal is a paragraph of text providing information about ESR's accreditation and a link to an article.

ESRcheck 

Profiles 

- Create New Profile
- View All Profiles
- marketing

Search 

Find:

In:

Include Stored

Highlighted

Exact 

Reports 

- Customer Reports

Admin 

- My Customers
- My Users
- My Invoices
- Customer Service

Welcome to Employment Screening Resources



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WHAT DID THIS ACCOMPLISH? DO I HAVE TO DO ANYTHING ELSE?



- You have confirmed that you are an authorized user and provided security questions and answers that are known only to you for use where further authentication is required.
- A “cookie” has been placed on your computer that negates the need to re-authenticate every time you visit the website unless the cookie is removed by your security software or you clear it manually. You will also have to authenticate if you attempt to login from another computer.
- If the cookie is somehow cleared or you use another computer to access the website, the next time you login you will re-authenticate using the same steps shown in this presentation.

SUMMARY



- ✓ Multi Factor Authentication is becoming very common in e-commerce and you're most likely already familiar with it if you do online banking. ESR's process affords the same level of protection.
- ✓ You will go through the authentication process on first login on or after January 1, 2012.
- ✓ You will repeat the process if the cookie is lost or you use another computer.
- ✓ Passwords will expire every 90 days.
- ✓ The time required to authenticate your account will take far less time than it did to view this presentation.

THANK YOU!



- Thank you for taking the time to learn about using our new Multi Factor Authentication that was designed to protect you and your confidential data.
- As always, we appreciate your business and value your continued confidence in using ESR as your screening partner.
- Customer service is here to answer your questions: 888.999.4474

Employment Screening Resources (ESR) is The Firm That Wrote the Book on Background Screening: The Safe Hiring Manual - The Complete Guide to Keeping Criminals, Terrorists and Impostors Out of Your Workplace

The ESR Advantage



- ✓ Accredited by the National Association of Professional Background Screeners (applies to less than 2% of all screening firms)
- ✓ All work performed in the USA
- ✓ Uses only primary sources of information, no aggregated 3rd party databases.
- ✓ Specializes in legal compliance expertise and blogs daily to keep you informed.
- ✓ State of the art software and security
- ✓ Extensive training and consultation available
- ✓ Keeps clients informed on changes in law and legal requirements
- ✓ ESR's CEO Les Rosen authored the definitive industry book on background screening in the U.S.—"The Safe Hiring Manual."