User Guide – Sterling Client Login Experience for Multiple Accounts

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Confidential & Proprietary Statement

Sterling

Sterling provides a seamless, secure login experience...

Introduction

At Sterling, our goal is to provide you with a seamless, secure and compliant experience. We now offer a more streamlined process for client authentication prior to giving access to a candidate's confidential information across our cloud-based services.

The new client login feature enhances the user experience and benefits you by providing:

- A simplified experience
- Reduced time spent entering passwords
- Unified access for clients with multiple Sterling user accounts

This user guide will walk you through the new client login experience.

New client login

Today, when you log into a Sterling service, you enter a username and password for access. Once the enhanced login feature is live you will be redirected to a new page to access your Sterling account.

Before you begin

If you log in to multiple accounts within the same or a different Sterling service, it is essential that all accounts get setup under one set of credentials. Be sure to use the credentials for what you consider your "primary account" in the steps below.

Please note that if you are an EMEA client on the BackCheck 2.0 platform, and use an ordering profile that has shared login details, do not link this account to your personal login credentials. You should only link accounts that only you have access to.

The new client login experience

Step One

Introducing the enhanced Sterling login.

Enter your username, and click Next.

Exhibit A: Enter username on client login experience page

Step Two

Enter your password and click Sign In.

Please note that the you have the option to checkmark the Remember me box so that the next time you log in, it prefills your username going forward.

If you forgot your password, click on the Forgot Password link to reset your password.

You will receive an email with "Your Verification Code" as the subject line. Enter the verification code from the email and your new password. The password must include the following:

- 8-20 characters
- At least 1 upper case letter
- At least 1 lower case letter

Exhibit B: Enter password on client login experience

- At least 1 number
- At least 1 special character

Step Three

Once you enter your username and password correctly, you will see a Success message when logging in for the first time.

From here, you can click on the Add Account button to add any additional Sterling account(s) you have access to.

If you choose to click on Add Account, you will be taken to the Sterling account dashboard where you can add and/or access any existing Sterling accounts that you may have previously added.

Exhibit C: Success message during Sterling client login

Step Four

To add an account(s), you may simply select a service where you have an account, enter the username and password and click on Add
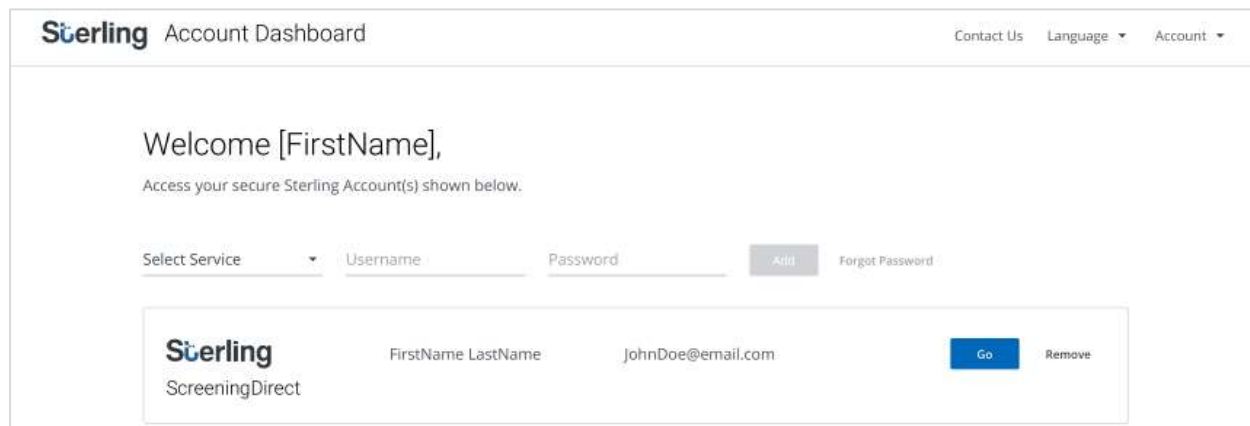

Exhibit D: Account dashboard screen that's part of the Sterling client login

Step Five

Once added, these accounts are displayed in the account dashboard, and you can Go to a specific account that you select. You also have the option to Remove an account from your list if it is no longer needed. If you have multiple accounts, the display will be organized by services.
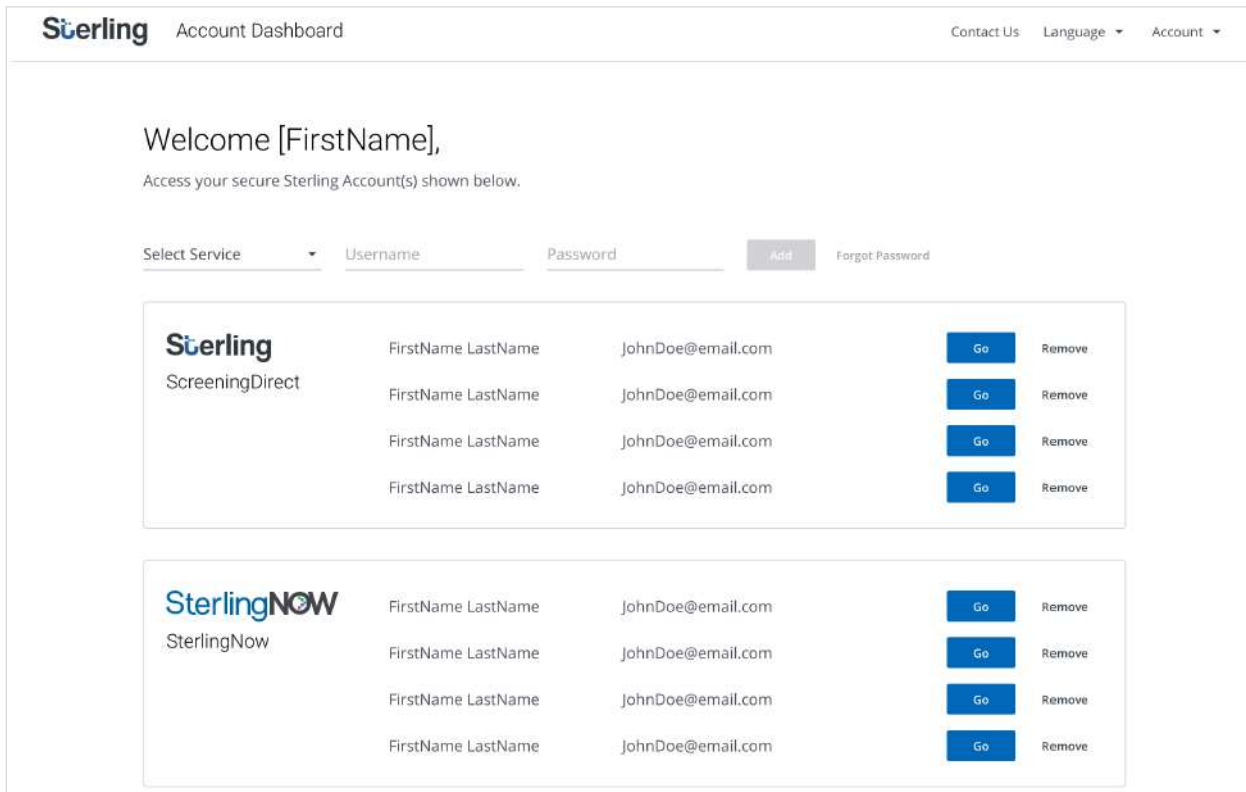

Exhibit D: Account dashboard screen that's part of the Sterling client login