PONY BASEBALL & SOFTBALL USER GUIDE

V1.08.18

JDP

RISK MITIGATION SPECIALISTS

CONFIDENTIAL & PROPRIETARY

INTRODUCTION

Overview

The JDP Platform is a web-based pre-employment screening utility, offering fast, background information to meet your PONY Baseball and Softball needs. The JDP Platform, offers an automated and interactive ordering system, customized screening packages based on position, custom adjudication criteria, flexible reporting options, tiered background screening, timely results, online billing, and accommodating administration functions making The JDP Platform a comprehensive solution for any employer's hiring program.

For additional information regarding other services, such as batch ordering and Volunteer Eligibility Verification (VEV) service please refer to Inside The JDP Platform.

The JDP Platform provides maximum accessibility regardless of what type of computer system and/or browser you use.

In order to get the most visually pleasing experience, use a monitor resolution of 1024 x 768 or greater and the latest version of the following Java-enabled browsers:

- Microsoft" Internet Explorer® version 11 or higher
- Apple" Safari™ version 1.2 or higher
- Mozilla" Firefox® version 2.0 or higher

In this Guide

This guide is designed for you to use as a reference tool for The JDP Platform. It describes the process of ordering background checks, viewing results and administrative functions. At the end of this guide are frequently asked questions.
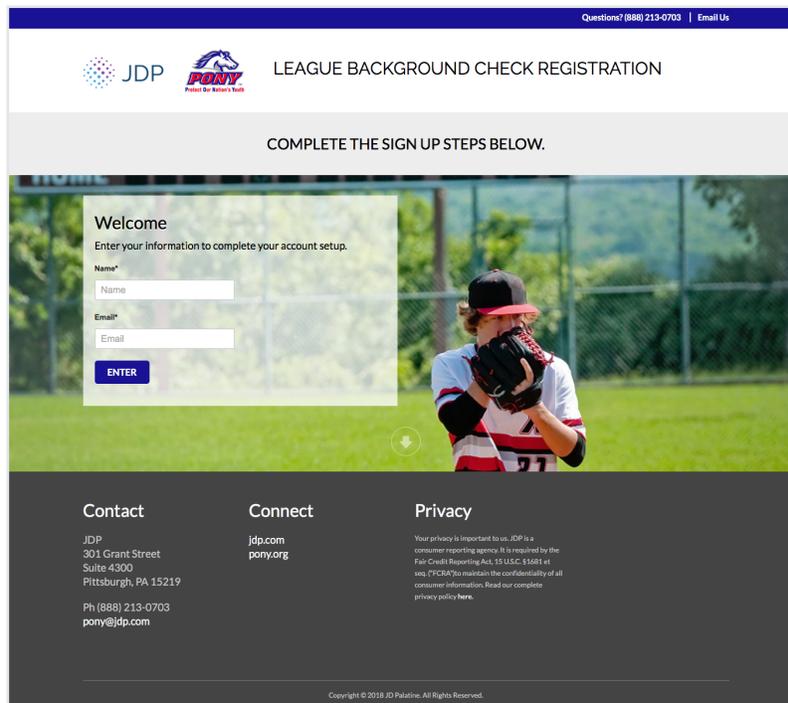
PONY BASEBALL AND SOFTBALL REGISTRATION

Self Signup Portal

Complete the sign up steps at the following site to register your PONY Baseball and Softball for account setup: https://www.jdp.com/pony/

Once JDP credentials your PONY Baseball and Softball, you will receive an email notification to log into the JDP platform.
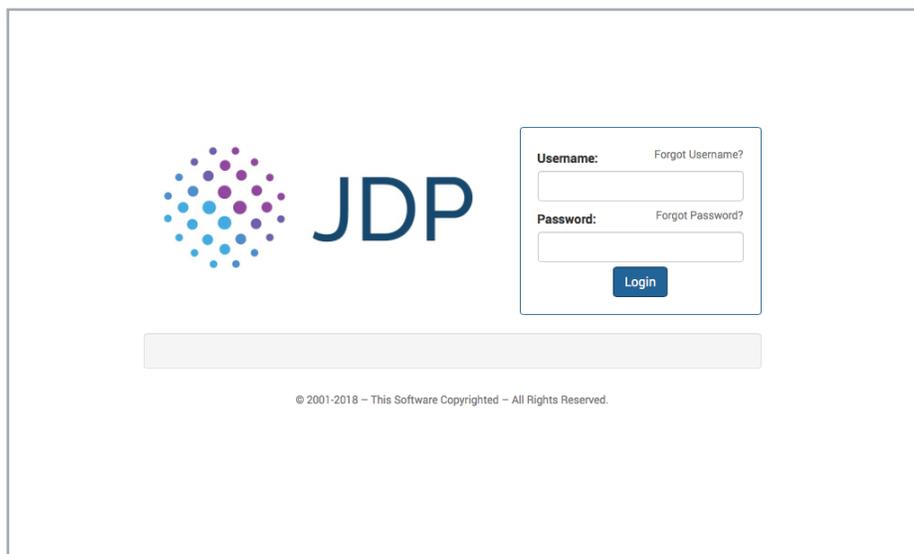
USING THE JDP PLATFORM

Logging into The JDP Platform

Your JDP Platform account is customized to PONY Baseball and Softball's specifications. Certain setup options and available products will vary depending on your account. If you have questions about your account, contact your system administrator or call JD Palatine Technical Support for assistance.

The Internet address for The JDP Platform is https://www.jdpalatine.net. Typing this address into your web browser will bring you to the **The JDP Platform Login screen**.

Logging In

Follow the steps below to log into The JDP Platform.

STEP	ACTION
1	In the **Username** field, enter the **Username** given to you by The JDP Platform administrator.
2	In the **Password** field, type your password.
3	Click '**Login**' and The JDP Platform main screen appears.

Note: *You must obtain your initial password from The JDP Platform administrator or from JDP. If this is your first time logging in or your password has expired, the Change Password screen will appear.*

USING THE JDP PLATFORM

Forgot Password

Your initial password is given to you by your JDP Platform administrator. If this is your first time logging in or your password has expired, you will need to change your password. You can also change your password whenever you wish via the My Profile / Security section within your account dashboard. You may also contact your JDP Platform system administrator or call JDP Technical Support for password assistance.

If you have forgotten your password, you can reset it by clicking on the Forgot Password link. You will need to provide your Username and provide the answer to your secret question.

Changing Initial or Expired Passwords

Change Password

Use the following steps to change an initial or expired password.

Note: You must first login to The JDP Platform

STEP	ACTION
1	When the Change Password screen appears, enter your current password in the Old Password field.
2	Enter the new password in the new password field. See the Password Guidelines below.
3	Retype your new password to confirm it.
4	Click the 'Save' button to save your changes.

USING THE JDP PLATFORM

Password Guidelines

Use the following guidelines when creating a new password:

- Password must be at least eight characters in length
- Password must contain at least one non-alphabetic symbol
- Password must contain at least one letter
- Password must contain at least one digit

Password must not contain:

- Account Number or User ID
- Three of the same characters in succession. (Ex: aaa, bbb, ccc)
- New password cannot be a previously used password

Site Navigation

Navigation Toolbar

Home, Order, Workspace, Admin, Utilities, My Profile, Help and the Log Out links will be universally available from the Navigation menu in all sections of The JDP Platform. The navigation menu on the top of the screen allows you to navigate through the The JDP Platform website. The descriptions of the toolbar options are explained below.

Note: The navigation menu options may vary depending on the account and user privileges.

Time Out Notification

For security purposes, The JDP Platform uses an inactivity timeout feature. Two minutes prior to the session time out a message will display requiring the user to click "Renew" to continue. If no input is received from the user before the timer expires, the user session will end.

# DASHBOARD FEATURES

Basic Features

Available from the homepage, the Dashboard provides you with quick and easy access to the system functions. The below tabs are available:

- **Home:** This is where legislative and alerts are as well as contact information for Customer Service.
- **Order:** This is to place a new order.
- **Reports:** This is to view reports that have been ordered.
- **Admin:** This is to add new users or edit current user permissions.
- **Utilities:** This is to run reports such as turnaround time.
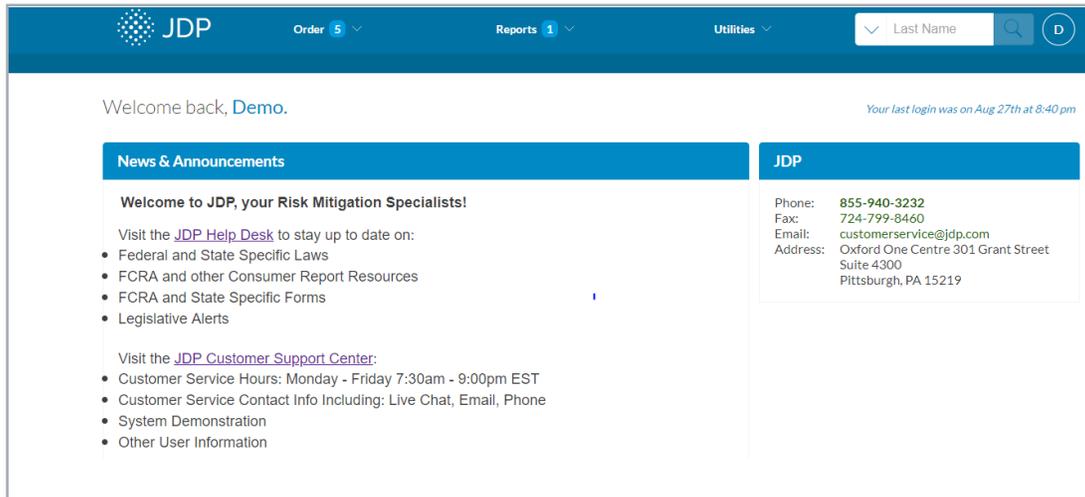
ORDER TAB

Overview
The JDP Platform Order Entry process follows a step-by-step sequence and will vary depending on the component(s) or package that you are ordering. For example, if your package does not include an employment verification report, you will not be required to enter the subject's present and past employment information during the Order Entry process.

Packages
Package Details
Packages in The JDP Platform provide you with a convenient selection of multiple component combinations. The JDP Platform package details can be viewed by selecting the package from the product/package from the "Order" tab.

Creating Your Order
Getting Started
To begin the Order Entry process, click on the Order tab and select the appropriate package for the candidate. After selecting appropriate package there are 2 options at the bottom:

- Quick App: this process would require you to enter in the candidate's name and email address, then an email would be sent to the candidate to complete the background questionnaire
- Next: this process would require you to enter the information needed to complete the background questionnaire.

ORDER TAB

Selecting Your Order Preference

There are a variety of order options to choose from in Employment Screening, allowing you to order both individual components and defined packages.

- An individual component is a single search component .
- A defined package is one that is developed specifically for PONY Baseball and Softball. Follow the steps below to start your order.

ORDER TAB

Order Entry

Options Fields

These fields can be option or required, it can include drop down boxes specifically for your company.

- Reference

Required Fields for Quick App:

- Required fields will have a * symbol

Required Fields for HR Entry (Next Option):

- Required fields will have a * symbol

REVIEWING YOUR ORDER IN ORDER SUMMARY (HR ENTRY ONLY)

General Concepts

The Review Order screen allows you to review your order information before submitting the order.

Submitting Your Order

Follow the steps below to submit your order for processing.

STEP	ACTION
1	Review each section of the Order Summary screen to determine if all the subject is accurate and correct.
2	Use the Edit buttons to edit any information that is incorrect or to include additional information.
3	If you are satisfied with your order, click Submit to continue the Checkout screen.

Canceling Order Requests

If you wish to cancel the order, click "Cancel".
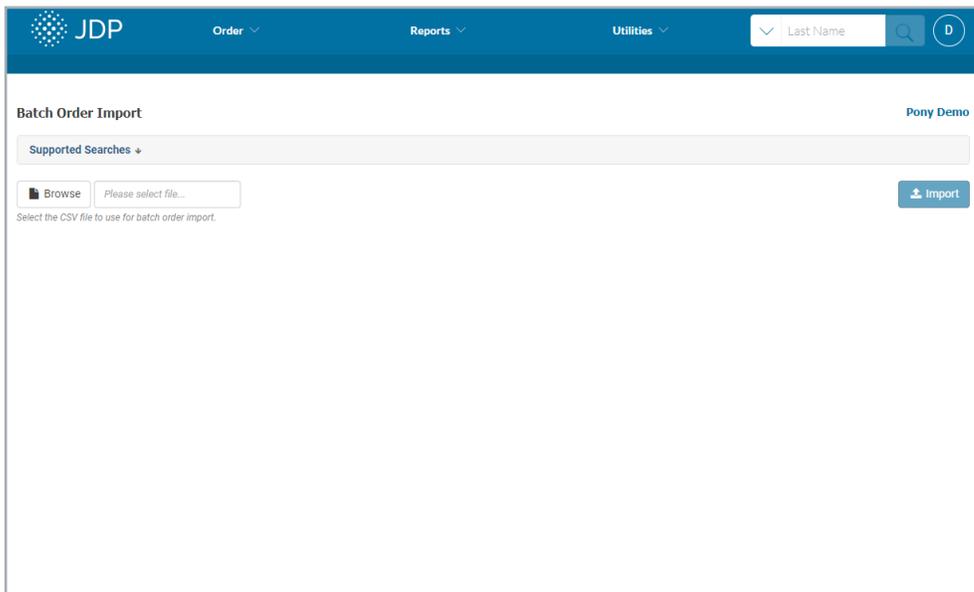
BATCH PROCESSING

If you need to order a batch of volunteers, contact JDP at pony@jdp.com to receive the specific layout of the document. Then click on the "Order" tab and click "Batch Order".

Click on "Browse" and select the appropriate file and click "Upload".

SCORING

JDP will provide final scoring for all reports. This means that any report that has a "HIT" will be marked as "REVIEW" in status and await PONY Baseball and Softball's further review.

REPORTS TAB

Overview
The JDP Platform Reports tab allows you to view pending and completed reports as well as view detailed information on what was returned for each of the searches. Within the report, you are also able to add searches to the order.

Reports
- **Pending Reports:** These are reports that are still pending to be completed
- **Completed Reports:** These are reports that are completed fully
- **Disclosure Reports:** These are ones that are awaiting a disclosure prior to moving forward.
- **Find:** Are able to pull up the last 10, 25, 50 or 200 reports that have been processed.

REPORTS TAB

Report Results

- **Order Detail:** this will provide information on the status of the report, when the report was ordered/completed, who ordered the report, which package was ordered and the charges for the order.
- **Applicant information:** this will provide all applicant information.
- **Search Results:** this will provide information returned from the searches along with status information on each search
- **Attachments:** this is where all disclosures and acknowledgments are kept
- **Disclosures and Forms:** this is where consumer copy and adverse action letters can be emailed to the candidate

ADMIN TAB

Overview

The JDP Platform Adm in tab is where you can add new users and edit current user permissions. This will provide you the option to add/edit users or you can call Customer Services and we can make the changes for you.

Add User

- Click the "+User" in the right corner
- Input First Name, User Name, New Password (Defaults to Change Password on First Login) All fields with an asterisk is required.
- Under the remaining tabs: Permissions, View Reports and Mgmt Reports, select the appropriate permissions for the user based on PONY Baseball and Softball Specifications.

UTILITIES TAB

Overview

The JDP Platform Utilities tab is where you can process production reports that are real time.

Production Reports

- Hit Ratio: template provides a list of searches completed within a selected date range that can be grouped and subtotaled by client, vendor or processor. The report indicates the existence of a hit and the number of hits on a report.
- Production Utilization: template provides a quantity of each type of search ordered client by client within a selected date range.
- Status Reporting: template provides limited details on outstanding incomplete reports within a selected date range. The report can be grouped and sub-totaled by client or processor (for one or all processors) and filtered by number days outstanding.
- Time Service Report: template provides granular time service for managing the perspectives of all the players for completing reports in the background screening process within a selected date range .

FREQUENTLY ASKED QUESTIONS

Order Entry

Q: Why do I need to input the Social Security number on the initial Order Entry page?

A: The Social Security Number field is the basis for your entire order. Using this number, The JDP Platform develops a list of names and addresses reported and return them in a "grid" that can be used to make criminal search history requests. This grid allows you to see addresses and names that your applicant may not have provided. The grid will only appear if you have a Social Security verification and public records search included with your order.

Q: I made an error during my Order Entry, but I caught it before I submitted my search. How do I fix this before submitting my order request?

A: Continue with the Order Entry process until you reach the Order Summary page. This page allows you to review the contents of your order before you submit it for processing. For each section of your order, there will be a small Edit button in the gray section header. By clicking the button, you may safely return back to the section that you wish to correct or edit. The only item that cannot be changed during the Order entry process is the Social Security number. If you need to change this number, please call Customer Service within 24 hours of submitting or entering your order request. DO NOT use your Internet browser's Back button during the Order Entry process. Doing so will cause transmission errors during your order.

Order Viewing

Q: How long does a Background check take to complete?

The National Criminal Database search is near instant. If there is a hit, additional research will be conducted which
A: can take 24 hours.

Administration

Q: How do I change my password?

A: Click on your name in the top right corner and select, "My Profile". Under Security tab, you are able to change your password using the criteria provided.

Q: I would like to receive e-mails letting me know when my reports are complete. How can I set this up?

A: Contact Customer Services and we will edit the settings. You can choose from receiving email notification after every search is completed or after the entire order is completed.