FYI: New CBC Process to be Implemented 10/19

On October 19th UW-Shared Services will transition from our current Criminal Background Check (CBC) vendor, GIS, to our new background check vendor, HireRight. Starting on the 19th the GIS platform will be decommissioned and CBC requests will be submitted through HireRight instead. This is part of a larger effort in which Criminal Background Check (CBC) and Sexual Harassment Reference Check (SHRC) processes are standardized and centralized.

The October 19th transition will affect those campuses which use PageUp or PeopleAdmin as their Applicant Tracking System (or ATS). Campuses who use Talent Acquisition Manager (TAM) as their ATS began using HireRight on July 27th. A CBC/SHRC Resource Landing page to provide support documentation for the new process: https://uwservice.wisconsin.edu/administration/background-checks. Please note that we are still in the process of creating additional resources to support this process, and we will continue to update the Landing page as resources become available.

Once the new process is live, support issues should be handled like any other HRS support issue, by creating a ticket with UW-Shared Services.

Thank you,

Service Operations
UW-Shared Services

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The Support Team is available Monday-Friday, 7:45 a.m. - 4:30 p.m. Any inquiries received after 4:30 p.m. will be handled the following day.

HRS administrators can reach out to serviceoperations@uwss.wisconsin.edu for assistance. Employees should contact their local administrative office.

Visit the website by going to https://uwservice.wisc.edu/administration/ for updates, recent communications, and links to resources.