

Tips for Processing Applicants in Guardian

Once there is a conditional offer of employment:

- First look to see whether the individual is already in Guardian and has a clearance or exemption that can be transferred. If the applicant doesn't already have a Guardian profile, create one.
- Provide the applicant with a printout of the LiveScan form (LIC 9163) pre-populated with all provided information, including your facility number, which they can take to the LiveScan operator. This helps ensure accurate information is being conveyed to the LiveScan operator, who should accurately enter all information into the system.
 - It is very important to ensure all information entered into Guardian is accurate.
 - It is also very important that the applicant doesn't provide additional information to the LiveScan operator that is not reported in Guardian, such as handwriting a social security number or driver's license number on the LIC 9163 that is presented to the LiveScan operator.
- Have the applicant fill out the LIC 508 (7/21) (Criminal Record Statement & Out-Of-State Disclosure) and upload it to Guardian **before** the applicant goes to LiveScan.
 - FYI: The background check process is extensive; even older or dismissed crimes may be reported and can cause a delay or need for a simplified or standard exemption. The applicant may be under the impression that a previous incident will not be reported and not include it on the LIC 508.

Here's information to help understand and address issues:

- If an applicant is stuck "In Process" for an extended time and has no criminal history it is likely due to a hit on the administrative actions search. The search is automated but any hits must be evaluated by an analyst to determine legitimacy.
- [PIN 21-22-CCLD](#) shares where licensees can expect delays so they can self-assess and provides other helpful information regarding Guardian.
- Applicants can sometimes end up with duplicate profiles in Guardian; read below for reasons why this can happen and ways to avoid that situation. If an applicant has duplicate profiles, it should be brought to the attention of CPMB staff to resolve.
 - An applicant might not have the facility number on their LiveScan form or the LiveScan operator may have entered something other than the facility number.
 - If an applicant gets LiveScanned before an account is created in Guardian, the process of being LiveScanned creates a new user and will result in a duplicate profile. This is why **it is important to begin the process in Guardian by creating a user profile for applicants.**
 - If an applicant has a profile created by CPMB prior to Guardian and then another account is created without a social security number (which isn't required information) there may not be enough information for Guardian to match the two profiles. A duplicate Per ID would then be created.
 - If an applicant chooses not to include a social security number or driver's license number when creating an account in Guardian but later hand writes the information on the LiveScan form, which is then entered by the LiveScan operator, a duplicate profile and Per ID can be created.