

Background Check information

The results of a criminal background check trace provide users with an additional metric to consider when choosing a qualified local tutor. TUTR has partnered with Checkr, Inc. to provide the background check service to the TUTR community. **TUTR DOES NOT REQUIRE “UNVERIFIED” TUTORS ON ITS MOBILE APPLICATION TO HAVE A BACKGROUND CHECK CONDUCTED ON THEMSELVES.**

How it works

As a tutor user of the TUTR mobile application, we ask that you provide your mobile phone number, legal name, birthdate, and email address. **In addition, as a “Verified”, “Endorsed”, or “Scholar” status tutor user, you must provide a Background Check from GoodHire, HireRight, or Verified Credentials, or you must provide authorization by email to Lauren Sanders at tutr.info@gmail.com for a background check to be conducted by TUTR through Checkr.** If authorization is given users must provide to TUTR their Social Security Number (SSN) as it is a requirement to conduct a background check via the third-party provider Checkr. The SSN will serve only this purpose and will be destroyed within a reasonable time thereafter. After authorization and SSN are provided TUTR will use Checkr to conduct a National Criminal Database search which will return results limited to the following:

- **Social Security number trace (verifying the SSN provided is a valid number and not on the death index only)**
- **Felony and misdemeanor convictions** within the past seven (7) years, including **sex crime convictions** (misdemeanor or felony)
- **Sex Offender Registry & Global Watchlist Search** (regardless of when the conviction occurred)

Generally, to the extent permitted by applicable law, the following convictions relating to children, theft, fraud or violence will subject a tutor user’s profile to deactivation from the mobile application: felony convictions within the past seven years; and misdemeanors within the past three years, except those misdemeanors relating to children which will be considered within seven years. TUTR, however, will review every background report and will take into consideration the nature and gravity of the offense, the time of the offense and the fact that the person is attempting to be a tutor user. TUTR will allow an individual to dispute any inaccurate or incomplete information before deactivating an individual's account from the mobile application.

Since the background check is only a database search, it may not cover all federal, state, and county records. This means that offenses for minors may not appear during a background check and the background check will only cover publicly available convictions and will not cover all arrests or foreign records. Not all databases are up to date. In order to protect a tutor user’s privacy, the results of a background check are only reported to TUTR on a pass/fail basis. Background screenings are not fool proof and they may give members a false sense of security. Background checks are not a perfect safety solution and criminals may circumvent even the most sophisticated search technology. Please refer to the [Terms of Use](#) for more information.

Ordering a background check

A background check may be ordered in one of two ways. In both cases, the tutor user ordering the check will be responsible for the fee. First, a tutor user may elect to run a background check on himself or herself, then upload the results to their TUTR profile or have the background check companies email them to TUTR (tutr.info@gmail.com). Second, a tutor user may request TUTR to conduct a background check using a third-party service provider, Checkr. If this be the case, users must provide their Social Security Number (SSN) as it is a requirement to conduct a background check via the third-party provider Checkr. The SSN will serve only this purpose and will be destroyed within a reasonable time thereafter.

A tutor user for whom a background check has been requested or is being evaluated will have an “Unverified” status while the background check is processed and/or evaluated. Pending means: i) a background check is being processed, ii) a background check has been completed, but TUTR is reviewing it and has the right to dispute its accuracy or completeness, or iii) the person has a pending charge or deferred adjudication.

What happens after a successful background check?

Upon notification of a successful background check, TUTR will adjust the tutor user’s status accordingly. Students users will be able to see this when choosing a tutor. Student users may and should also elect to run additional background checks at their own expense.

What happens after a background check does not meet the requirements of the mobile application?

TUTR will not upgrade the tutor status of any tutor user who does not pass a background check or any tutor user who does not provide the necessary information and authorization for a background check when requested within a certain period of time. All disputes regarding the results of the outcome of the background check must be directed to Checkr, Inc. at the contact information below with notice to TUTR (contact at tutr.info@gmail.com).

Checkr, Inc.
One Montgomery Street, Suite 2000
San Francisco, CA 94108
Telephone: 844-824-3257
Email: support@checkr.com
www.checkr.com

In the event that a background check is amended, TUTR will adjust the tutor’s status accordingly. Please note that submission of incorrect or incomplete personal information including a tutor’s name, alias, Social Security Number or any other information requested may

lead to a background check that fails to meet the requirements of the mobile application and thus the tutor user's tutor status will be not be upgraded.