



Portal Pro[®] User Manual

v1.95

Table of Contents



What to Expect	3
General Info	3
Bulk Scans – Getting Started	3
Import Data	3
Spreadsheet Import Format – Individuals	4
Spreadsheet Import Format – Entities	4
Create a List with Data Import	4
Merge	5
Using Merge	5
What Merge Doesn't Do	5
Manage Lists	5
To Create a List Manually	5
To Create a List with Data Import	6
Perform A Check	6
Manage Exclusions	6
Reports	7
User Setup	7
User Roles	7
Settings	8
About Search Values	8
About Hit Verification	9

What to Expect

Portal Pro® allows companies to perform name matches against exclusion databases on a large scale. On average, 5-10% of names have matches, or “hits,” on one or more exclusion databases. As a result, the initial scan often requires a lot of work to validate the hits via SSN/DOB/Address/etc. Verify Comply was engineered so that once hits are evaluated, they don't have to be revalidated on scans that follow. This means the task of validating name matches is 95% front loaded – and once it's completed, scans that follow require much less effort to manage.

Ultimate™, our full-service model, is available for companies who want to completely outsource exclusion match review process. If you would like to inquire about Ultimate™, please contact us at Orders@VerifyComply.com or via the Support Request menu.

General Info

-   Hover the mouse pointer over these images to see warnings or additional information.
- When logged in, the Support menu contains an FAQ with many common questions & answers.
- If you have questions, please contact us! We aren't happy until you're 100% satisfied!

Bulk Scans – Getting Started

To enable bulk scans in Portal Pro®, “Lists” of individuals and entities need to be set up in Verify Comply. This can be accomplished by either manually building a list within the interface, or by importing values from an Excel spreadsheet (instructions below). Once your Lists are created, double check your settings (see **Configure Settings**), and then scan the list(s) (see **Perform a Check**). A base Portal Pro® subscription permits up to two Lists. Additional List licenses may be purchased, if needed.

Import Data

To complete a data import, the data needs to be in an Excel spreadsheet (.xls or xlsx). Individuals (persons) and Entities (businesses) need to be in separate worksheets. Because the spreadsheet data will be mapped to our database during the import, the spreadsheet fields may be in any order. Header labels are optional.

Spreadsheet Import Format – Individuals

The required fields for an import of Individuals are the First and Last name – with each name in a separate column. Importing a unique identifier (either a database ID or SSN) enables Merge – a bulk List update utility. (see **Merge** for more information) DOB and NPI can be helpful for clearing matches. Make sure that you do not have any blank rows at the top of your spreadsheet. Row 1 needs to be a header row or data.

ID	First	Middle	Last	DOB	Address	City	State	Zip	DriversLicense#	Location	SSN	NPI
52546	John	Edward	Doe	12/25/1975	123 Missing Dr	Paradise	TX	####	74849884	Dept A	444556546	5544615855
52547	Jane	Jules	Doe	5/1/1960	3001 Roundabout Wa	Poteet	TX	####	45618666	Dept B	558421684	5133486572

Legend:

Required
Recommended
Optional

Spreadsheet Import Format – Entities

The only required field for an import of Entities is the Name. Importing a unique identifier (either a database ID or EIN/TIN) enables Merge – a bulk List update utility. (see **Merge** for more information) Make sure that you do not have any blank rows at the top of your spreadsheet. Row 1 needs to be a header row or data.

ID	EntityName	Address	City	State	Zip	EIN	Location	NPI
824666	Home Care	8000 Locust Ave	Richmond	TX	77864	32-1545627		5544615855
824667	All Print	9415 Peach Tree Dr	Atlanta	GA	64841	68-5138435		5133486572

Legend:

Required
Recommended
Optional

Create a List with Data Import

1. Create a spreadsheet (either .xls or .xlsx) with the values that need be scanned. If Individuals, make sure the First, Last, and/or Middle names are in separate columns, and **do not include initials or suffixes (Sr., Jr., II, etc.)**. If Entities, **do not include company type identifiers (Inc., LLC, LLP, etc.)**. **More information on appropriately formatting your data is available in the About Search Values area of this document.**
2. From the Dashboard, click on **Import Data** and select **Import to New List**. Two Fields will pop up: **List Name** and **List Type**. Give your list a name, and then select *Individual* for people searches and *Entity* for vendor searches. Next, select **Choose File** and **browse to the spreadsheet**, leave “My file has header row” checked if your spreadsheet has a list of column labels in the first row of the spreadsheet. Click **Upload List**.
3. Select the Worksheet where your data is and click **Next**.
4. Map your spreadsheet columns to Verify Comply columns. Click **Next**. (Note: you only map what you want to import onto Verify Comply. You can choose not to import some of the values on your spreadsheet.)
5. Review the mapping. If appropriate, click **Finish**.
6. Repeat 1-4 for additional Lists.

Merge

Merge is a List bulk update utility. Merge can save you time in 2 ways:

1. Merge can **add and delete** thousands of records from an existing List in seconds.
2. By updating an existing List, you won't have to revalidate "hits" that have already been evaluated (creating a new List requires all new validations).

Because Merge must link List data with the new import, **a unique identifier is required in your List data and in your spreadsheet data to use Merge**. Even if you think you won't use Merge, we highly recommend including a unique identifier when creating a List, if available. Several fields can be used to link data during a Merge. For a List of Individuals, the ID or SSN field can be used. For a List of Entities, the ID or EIN field can be used.

Using Merge

Using Merge is really simple – it's exactly like the normal data import process with a few extra fields to specify. To begin a Merge, navigate to the **Import Data** menu, choose **Merge with Existing List**, specify the List you want to merge into & what unique identifier you want to **Match On** (ID, SSN or EIN), and then we'll update the List by adding & deleting records!

What Merge Doesn't Do

Merge only Adds and Deletes List records. Merge does not edit individual fields. Meaning, if you update a name in a List, and the spreadsheet being imported has a different name, the name in the List will not be changed to the value in the spreadsheet during the Merge.

Manage Lists

To enable efficient & accurate scans, Verify Comply Lists are either all Individuals (persons), or all Entities (businesses). Lists can either be created & maintained manually in the **Manage Lists** menu or during the **Import Data** process. In order for our system to remember your work from month to month, it's important to never delete a list. Deleting and reimporting the data to a new list will result in all "hits" being reviewed again.

To Create a List Manually

1. From the Dashboard, click on **Manage Lists**
2. Click the **Create Blank List** button
3. Enter a **List Name**, select a **List Type** (choose Individual for persons and Entity for businesses), and click the **Create List** button.
4. To add records to a List, navigate to the **Manage Lists** menu, then click the **Edit Records** link in the Action column.
5. Click the **Add New Record** button.
6. Enter the information (required fields are denoted by an asterisk), and click the **Add** button.

7. Repeat 5-6 to add additional records

To Create a List with Data Import

Please refer to the **Create a List with Data Import** under **Data Import**.

Once created, Lists can be maintained by editing, deleting, or adding records manually, or by using **Merge** through a Data Import (see **Merge** for more details).

Perform A Check

The Perform A Check menu allows two types of searches – Single Searches and List searches. To perform List searches, Lists must already be set up (see **Manage Lists** for information on setting up Lists).


The Single Search is a quick way check a single value – sometimes used for pre-screening employees or contractors. The Single Value search history can be accessed via the Single Search Summary report in the Reports menu.

The List Search menu is used to scan an entire List of individuals or entities. Simply choose the list you'd like to scan and click Search. This will scan your selected List against all of the databases you have selected (See **Settings** for selecting exclusion databases). When the scan is complete, you will be redirected to the Manage Exclusions menu.

Manage Exclusions

1. If not already in the **Manage Exclusions** menu from the previous step, click on **Manage Exclusions**. Select the **List** you'd like to work on, and click **Open**. Records with "hits" are at the top of the screen in red. The records will remain red until all hits for the record are marked with a status of False Positive. Click on the **Name** to manage the record's hits. After performing a final validation with the excluding agency:
 - a. Choose the appropriate **Status** for each hit (Confirmed Match, False Positive, or Under Review)
 - b. Add a **Note**, if desired
 - c. Click **Save**
2. Note: All of the columns in the **Manage Exclusions** interface are sortable. If you click on the "Needs Review" column, for example, it will bring all the names that have hits that Need Review up to the top.

Reports

Hover the mouse over the  symbol to see a sample image of each report. As a best practice, we encourage clients to run the **List Scan Detail** for each list, each month, upon completion of the review of any new hits. Think of your Lists in Portal Pro® as living documents, and the List Scan Detail as a snapshot of the list at that moment in time. In order to demonstrate what the status and note was as of a point in time, you **MUST** run and save the List Scan Detail report.

Single Search Summary: This report returns all search history from the Single Search menu. No List scan data is included in this report. This report renders to the screen and is not available for export.

List Scan Summary: This report returns a summary of scan results for all Lists. This report can be set up for automatic distribution in the Settings menu under List Auto-Scans.

List Scan History: This report provides an accounting for when your Lists were scanned.

Record Scan History: This report allows a search of the system for a given value. It displays an accounting of each instance where the value was scanned and includes data from List Scans and Single Searches.

List Scan Detail: This report returns record level detail (status & notes) for every record in the specified list. This report can be set up for automatic distribution in the Settings menu under List Auto-Scans.

Usage Audit: This report provides an accounting of User activity in Verify Comply. This report can be set up for automatic distribution in the Settings menu under List Auto-Scans.

User Setup

Verify Comply permits up to 5 users per account. By allowing multiple users, Portal Pro® subscribers can more effectively screen for excluded parties. All diligence is tracked and accessible in the same interface. No more printing & filing, no more hunting for records – it's all in one convenient location.

Examples:

- HR administrators can pre-screen applicants.
- Accounts Payable clerks can screen new vendors as they're setting them up in the AP system.
- Credentialing clerks can pre-screen and maintain their own provider lists.
- Separate the workload between multiple Compliance team members

User Roles

User roles allow a company to limit permissions for roles that don't need or shouldn't have access to sensitive functions.

Admin: The Admin role has complete authority over the Company's account.

Jr Admin: The Jr Admin role is intended for users that will be conducting searches but are not involved in managing your account administrative functions.

Jr Admins are not allowed to update Company Information or Billing Information, access Settings, request an Account Cancellation, or Manage User Setup.

To add a new user, Admins can navigate to **User Setup** and click **Add New User**. Enter the required fields and click **Add User**. The new user will receive an email from Verify Comply to securely set up a password.

Settings

Exclusion Databases: Choose which Exclusion Databases to include in your scans.

All of the Standard Databases are included in Portal Pro® and will be found above the line on this page. The Custom Databases, below the line, are available for additional charge. Email support@verifycomply.com if interested in activating one or more Custom Databases.

List Auto-Scans: (Portal Pro® Subscription only) All Lists default to being included in monthly list auto-scans. Uncheck those you wish to exclude. **Portal Pro® Subscription Auto-Scans are performed monthly, at roughly the time of month of the account sign up occurred.**

Reports: (Portal Pro® Subscription only) Choose which reports to distribute each month, in what format, and to whom. The List Scan Summary and List Scan Detail reports are selected by default. You have the option of turning on an automatic and Usage Audit report.

About Search Values

The method we use evaluate exclusion matches is more comprehensive than most federal or state web search interfaces, so Pro Portal® can yield more results than a search performed on the federal or state page. Below we describe the optimal structure of each field to facilitate the most comprehensive result set.

Lists of Individuals

Our matching logic for individuals is where First AND (Middle OR Last) names match. In other words, we return results where the First/Last matches **and where the First/Middle matches** anywhere in the combined name field of the exclusion record. We do this because it's not uncommon for maiden names to be provided as a Middle Name, and we want to ensure we catch that scenario.

Hyphens

Hyphenated names (First, Middle, and Last) are split for the search. First names are evaluated by using an "and" condition in place of the hyphen. Meaning, the first name of "Ellie-Mae" would require the strings of characters "Ellie" **AND** "Mae" in the exclusion database to return a positive match. Last and Middle names are evaluated by using an "or" condition in place of the hyphen. Meaning, the last name "Smith-Hughes" would require one of the strings of characters

“Smith” **OR** “Hughes” in the exclusion database to return a positive match. Last names are treated differently to appropriately match hyphenated last names that contain maiden names.

Special Characters

With exception of the hyphen and the apostrophe, **DO NOT use special characters in your data**. Special characters will not result in appropriate matches for your value.

Lists of Entities

Entities are searched using the AND condition between each word. Meaning the name “Ethics Partners Unlimited” would require both words “Ethics” AND “Partners” AND “Unlimited” in the exclusion records to return a positive match. Because many exclusion records do not include the business type, **it is important to remove all business types from the business names (e.g.: LLC, LLP, Inc.)**.

Special Characters

The only allowable special characters are commas (,), slashes (/ and \), hyphens (-), periods (.), the apostrophe('), and the ampersand (&). **All other special characters should be removed.**

About Hit Verification

It is important to remember that Pro Portal® is a software license. We cannot advise how you should clear your name match hits. We do provide a link to the excluding agency’s website. Once there, some agencies provide additional information or additional guidance on how to perform verifications.

If you get tired of trying to keep up with the ever-changing agency verification processes, please know that you can upgrade to our Ultimate™ (software + service) line at any time.

Account Security Features

1. **Account Lock:** After 10 failed logins, your account will be locked for 24 hours. If you require immediate access, you may contact our support team to unlock your account.
2. **Report Security Event:** We have a dedicated inbox to escalate security concerns directly to our Security Officer. If you encounter a security incident, concern, or question, navigate to the Support menu button. There will be a link to **Report Security Incident** that will open an email directed to our security team.