



Client Login Experience for Single Account

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A dark grey background with several overlapping squares in shades of grey, blue, and orange. The main text is centered in white.

Sterling provides a seamless, secure login experience...

Introduction

At Sterling, our goal is to provide you with a seamless, secure and compliant experience. Effective mid-May 2020, we will be introducing a more streamlined process for client authentication prior to giving access to a candidate's confidential information across our cloud-based services.

The new client login feature enhances your experience by providing you the following benefits:

- A simplified experience
- Reduced time spent entering passwords
- Unified access for clients with multiple Sterling user accounts

This user guide will walk you through the new client login experience.

New client login

Today, when you log into a Sterling service, you enter a username and password for access. Once the enhanced login feature is live you will be redirected to a new page to access your Sterling account.

Before you begin

If you log in to multiple accounts within the same or a different Sterling service it is essential that all accounts get setup under one set of credentials. Be sure to use the credentials for what you consider your “primary account” in the steps below. If you only have a single Sterling account, just use those credentials.

Introducing the new client login experience

Step One

Enter your username, and click **Next**.

Step Two

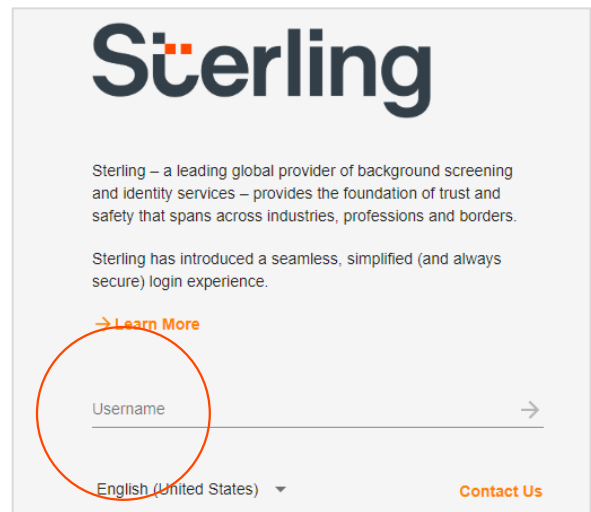
Enter your password and click **Sign In**

Please note that you have the option to checkmark the **Remember me** box so that the next time you log in, it prefills your username going forward.

If you forgot your password, click on the **Forgot Password** link to reset your password.

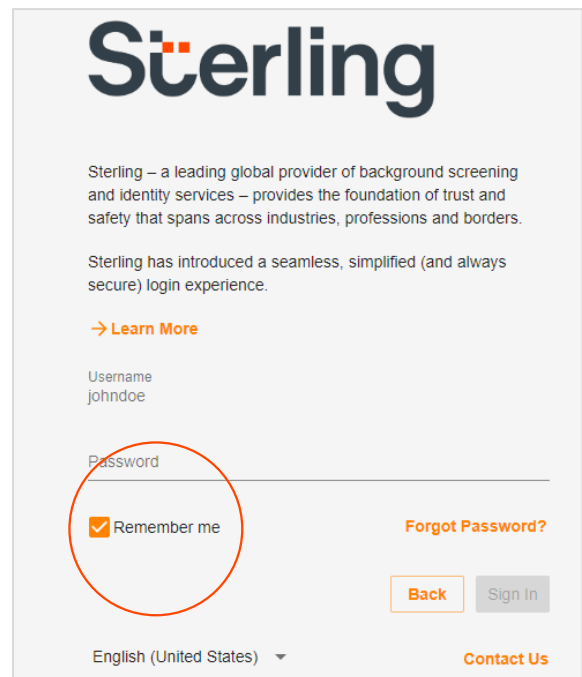
You will receive an email with “Your Verification Code” as the subject line. Enter the verification code from the email and your new password. The password must include the following:

- 8-20 characters
- At least 1 upper case letter
- At least 1 lower case letter
- At least 1 number
- At least 1 special character



The screenshot shows the Sterling login page. At the top is the Sterling logo. Below it is a paragraph of text: "Sterling – a leading global provider of background screening and identity services – provides the foundation of trust and safety that spans across industries, professions and borders." Another paragraph follows: "Sterling has introduced a seamless, simplified (and always secure) login experience." Below this is a link: "→ Learn More". The main form area contains a "Username" input field with a right-pointing arrow, which is circled in red. Below the input field is a language dropdown menu set to "English (United States)" and a "Contact Us" link.

Exhibit A: Enter username on client login page



The screenshot shows the Sterling login page with the password input field and the "Remember me" checkbox circled in red. The "Username" field now contains the text "johndoe". The "Remember me" checkbox is checked. Below the "Remember me" checkbox is a "Forgot Password?" link. At the bottom right are "Back" and "Sign In" buttons. The language dropdown menu is still set to "English (United States)" and the "Contact Us" link is present.

Exhibit B: Enter password on client login experience

Step Three

Once you enter your username and password correctly, you will see a **Success** message when logging in for the first time.

From here, you can click **Continue** which will log you into a Sterling service.

You have the option to click on **Add Account** which will redirect you to the account dashboard to add another Sterling account.

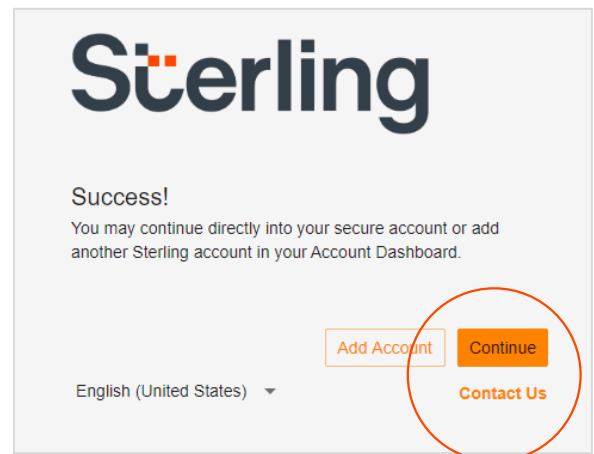


Exhibit C: Success message during Sterling client login

Step Four

Once you reach your account dashboard, you will have the option of adding another account or continue to an existing added account by clicking the **Go** button.

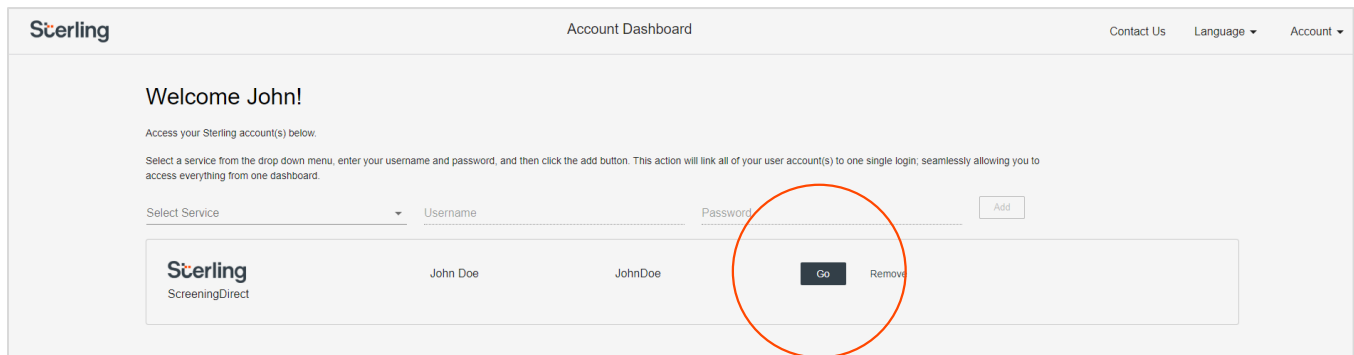


Exhibit D: Account dashboard screen that's part of client login experience