



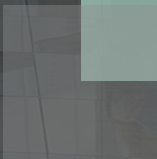

Client Login Experience for Multiple Accounts

Updated on April 23, 2020



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A dark grey background with several colored squares: a small grey square at the top left, a blue square at the top right, a large orange square at the bottom right, and a large grey square on the left side. 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 are excited to introduce 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, please 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.

Introducing the new client login experience

Step One

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

Step Two

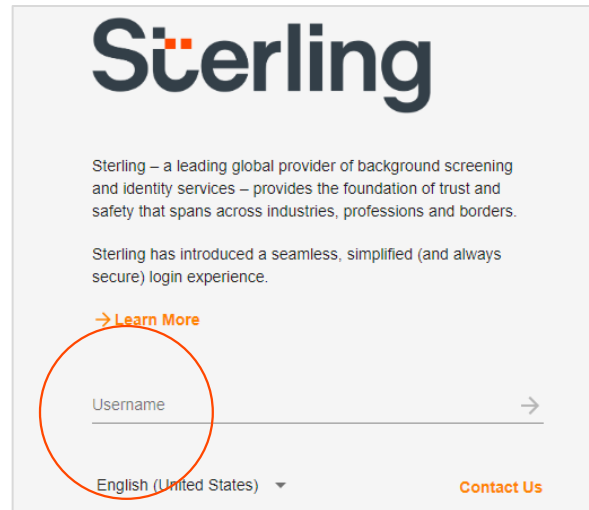
Enter your password and click **Sign In**.

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.

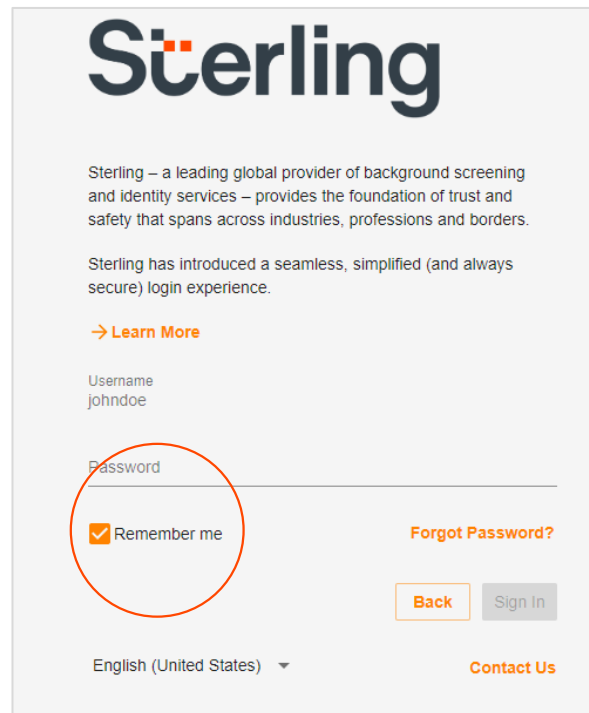
You will receive an email with “Your Verification Code” as the subject line. Enter the verification code from the email and your new password. The password must include the following:

- 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: "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." There is a link: "→ Learn More". Below that is a "Username" input field with a right-pointing arrow. A red circle highlights this field. At the bottom left is a language dropdown menu set to "English (United States)". At the bottom right is a "Contact Us" link.

Exhibit A: Enter username on client login page



The screenshot shows the Sterling login page. At the top is the Sterling logo. Below it is a paragraph: "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." There is a link: "→ Learn More". Below that is a "Username" input field with the text "johndoe" entered. Below the username field is a "Password" input field. A red circle highlights the "Remember me" checkbox, which is checked. To the right of the "Remember me" checkbox is a "Forgot Password?" link. Below the "Remember me" checkbox are two buttons: "Back" and "Sign In". At the bottom left is a language dropdown menu set to "English (United States)". At the bottom right is a "Contact Us" link.

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 on the **Add Account** button to add any additional Sterling account(s) you have access to.

If you choose to click on **Add Account**, you will be taken to the Sterling account dashboard where you can add and/or access any existing Sterling accounts that you may have previously added.



Exhibit C: Success message during Sterling client login

Step Four

To add an account(s), you may simply select a service where you have an account, and enter the username and password and click on **Add**.

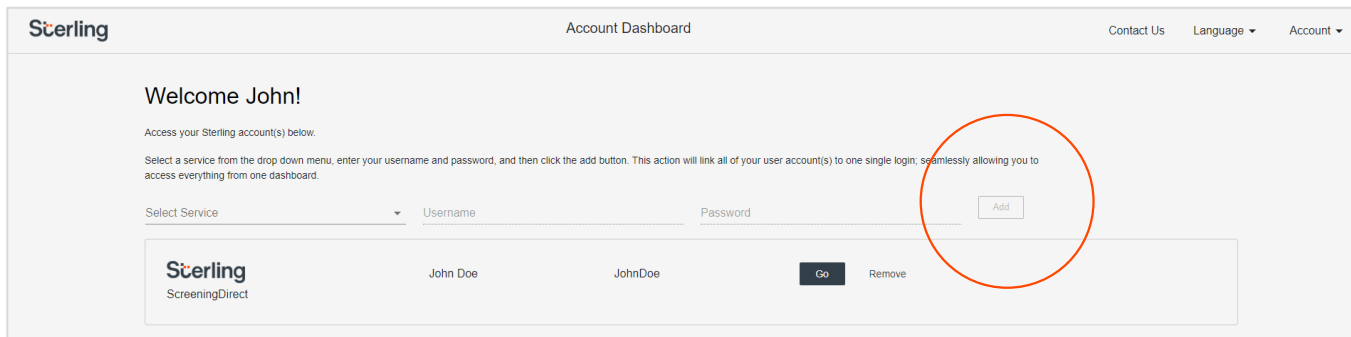


Exhibit D: Account dashboard screen that's part of the Sterling client login

Step Five

Once added, these accounts are displayed in the account dashboard, and you can select **Go** to access a specific account. You also have the option to **Remove** an account from your list if it is no longer needed. If you have multiple accounts, the display will be organized by services.

