

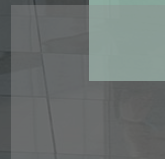

User Guide - Sterling's Client Login Experience for Single Sign-on Accounts

Updated on June 22, 2020



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Sterling provides a seamless, secure login experience...

Introduction

At Sterling, our goal is to provide you with a seamless, secure and compliant experience. We now offer 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 the user experience and benefits you by providing:

- 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.

The new client login experience

Step One

Introducing the enhanced Sterling login page.

Enter your Email Address and click **Next**.

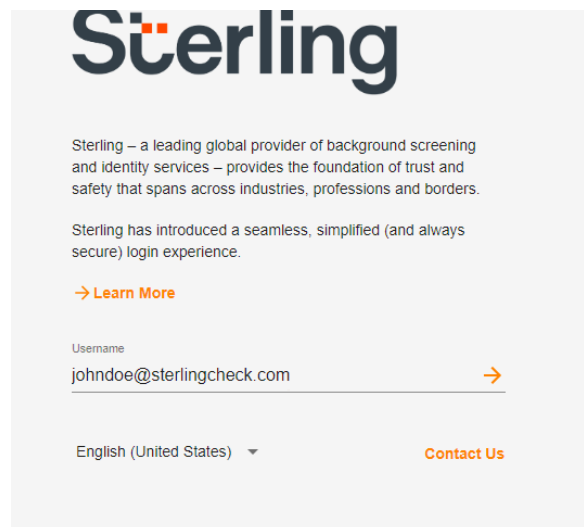


Exhibit A: Enter email address on client login experience page

Step Two

Login to your Identity provider.

If you are already logged in, you will automatically skip this step.

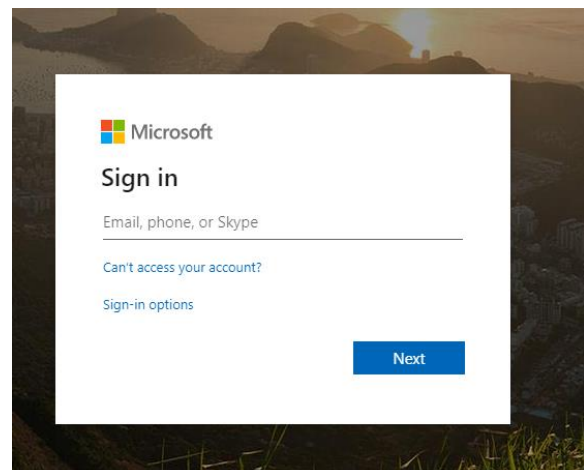
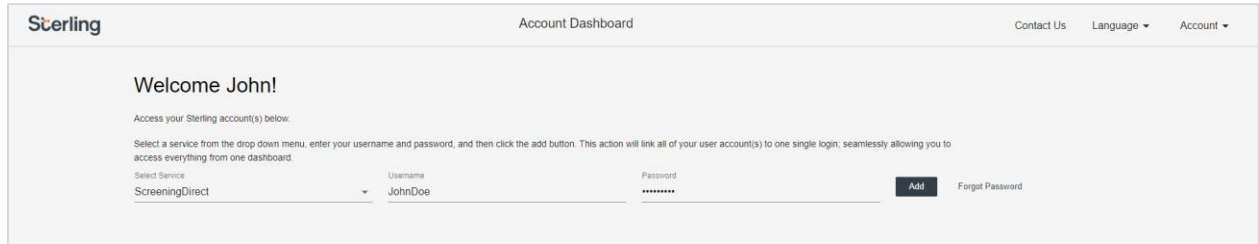


Exhibit B: Login to your identity provider

Step Three

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

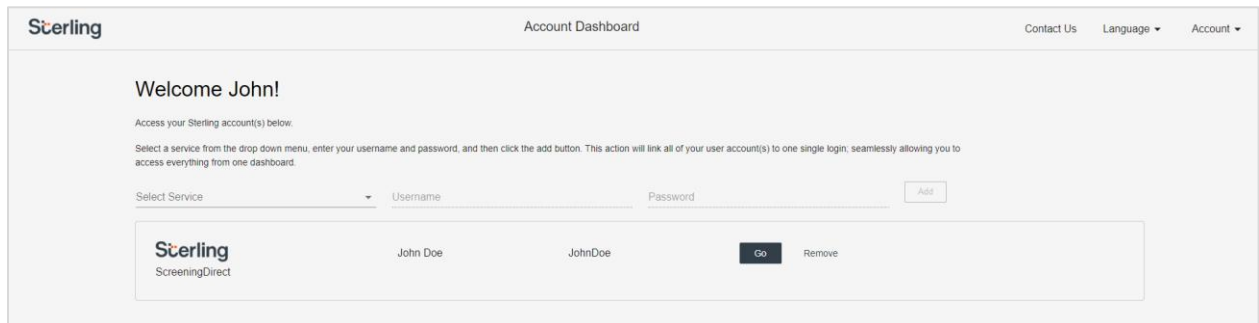


The screenshot shows the Sterling Account Dashboard. At the top left is the Sterling logo, and at the top right are links for 'Contact Us', 'Language' (with a dropdown arrow), and 'Account' (with a dropdown arrow). The main content area starts with 'Welcome John!' followed by instructions: 'Access your Sterling account(s) below.' and 'Select a service from the drop down menu, enter your username and password, and then click the add button. This action will link all of your user account(s) to one single login, seamlessly allowing you to access everything from one dashboard.' Below this is a form with three input fields: 'Select Service' (a dropdown menu with 'ScreeningDirect' selected), 'Username' (containing 'JohnDoe'), and 'Password' (containing masked characters '*****'). To the right of the password field is an 'Add' button and a 'Forgot Password' link.

Exhibit C: Add your account by selecting a service and entering your username and password

Step Four

Once added, your account is displayed in the account dashboard, and you can **Go** to a specific account that you select. You also have the option to **Remove** an account from your list if it is no longer needed.



The screenshot shows the Sterling Account Dashboard with the account list. The top navigation is the same as in Exhibit C. Below the instructions, the form fields are now disabled. Below the form is a table listing the added account:


 ScreeningDirect	John Doe	JohnDoe	Go	Remove
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Exhibit D: Account dashboard screen that's part of client login experience