Background checks at UMD are coordinated by the Department of Human Resources and Equal Opportunity (HR&EO). The hiring department will notify HR&EO to request a background check. HR&EO will then request GIS proceed with the background check. The applicant will receive an email from Big10@geninfo.com (GIS), not UMD. The applicant will be asked to create a user name and password in order to enter the GIS system. The user name is the email address used to receive the email. The applicant must respond to the email request within 5 days of the request or the link will expire.

If the applicant does not have a social security number, the applicant should use 999-99-9999 as the SSN when prompted for that information on the GIS form.

The applicant will be asked to provide all names used in the past 7 years. The applicant will confirm his/her name and add any aliases. The applicant can edit his/her name if it was misspelled when the request was ordered.

The applicant will be asked to provide 7 years of address history, which can include international addresses. The applicant must provide at least 7 years of address history or he/she will not be allowed to proceed. If the applicant reports an international address, he/she will be required to complete additional documentation. GIS will subsequently email the applicable additional documents to the applicant, which must be completed and returned to GIS in order to proceed with the background check.

For applicants living in Minnesota, Oklahoma, or California, if a copy of the background check is desired, the applicant must check the “report copy” box in order for a report copy to be mailed to him/her. If the applicant has an address in any other state and would like a copy of the report, the applicant must contact GIS at (877) 590-4012.

If the applicant experiences difficulties while completing the background check, the applicant should contact GIS at 855-626-7345.