



Unique ID Vendor FAQ

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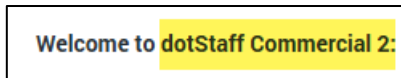
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1. Why do I need to add the partial SSN?

The last 5 digits of the candidate's SSN will act as a unique identifier for your resource for any assignment through dotStaff™.

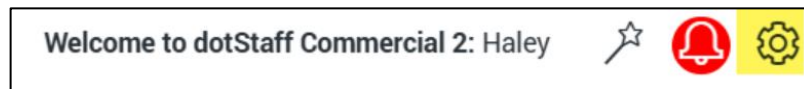
2. How do I see what dotStaff™ tenant I'm in?

You can see what dotStaff™ tenant you are in by looking in the top right corner of your screen. You will see **Welcome to [tenant]**.

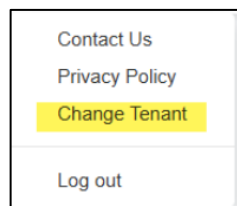


3. How do I access a different dotStaff™ tenant?

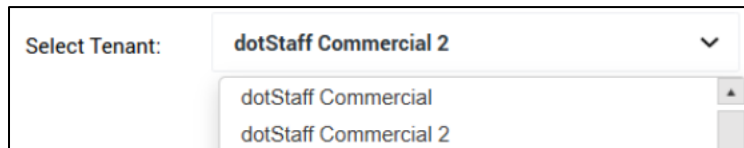
- If switching tenants is required, select the gear icon in the upper right corner of the screen



- Select 'Change Tenant'. This will display a pop-up box



- Select the tenant you need from the dropdown options



- Click the OK button

4. How do I know what dotStaff™ tenant my resources are in?

Please refer to the spreadsheet that was provided to you for dotStaff™ tenant information for your company's resources.

5. How do I add the partial SSN?

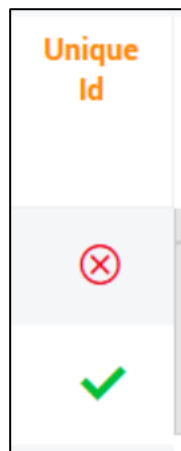
Please add the partial SSN for your active resources using the steps below:

- a) Log into dotStaff™ as the Vendor Administrator or Vendor User
- b) Navigate to the appropriate dotStaff™ tenant
- c) Navigate to Records Management > View Users
- d) Locate each Resource using the Resource ID provided
- e) Double click on the line for the Resource
- f) On the About tab, click Edit
- g) Enter the last 5 digits of Social Security Number in the SSN field using 111-1 as the first four digits
 - i. Example: 111-1#-####
- h) Enter your company's phone number in the cell field
- i) Click Save

6. How do I check to see if the Unique ID was saved?

If you'd like to check if the last 5 digits were successfully saved, you can follow the following steps:

- a) Log into dotStaff™ as the Vendor Administrator or Vendor User
- b) Navigate to Records Management > View Users
- c) Adjust the Date filter located in the top left corner
- d) If the resource has their partial SSN filled out, you will see a green checkmark located in the Unique Id column. If they are missing their partial SSN, you will see a red X



7. I'm getting a duplicate ID error. How do I move forward?

- a) Try retying the partial SSN for that resource
- b) If that doesn't work, check to make sure the resource doesn't have multiple accounts by following the instructions listed in step 8

- c) If that doesn't work, look at your other resources to see if any have similar digits and retype the partial SSN for both
- d) If that doesn't work, retype the partial SSN for all active resources

8. Resources have multiple accounts. What do I do?

- a) Log into Vendor dotStaff™ account
- b) In the menu, navigate to Records Management > View Users
- c) Set date range to 1/1/2000 - Current Date
- d) Search by Resource name
- e) Check to see if the Resource has a Unique ID associated with different account(s)
 - i. Vendor can see if a resource has a Unique ID added by checking the Unique ID column
 - a. If yes, Vendor will need to remove the Unique ID from that account by following the **How do vendors delete partial SSNs for duplicate accounts?** steps below.
- f) Click Save
- g) Go to Resource user account listed on spreadsheet and add partial SSN to that account

9. I can't see all my company's resources. What do I do?

Make sure you adjust the date filter located in the top left corner. Pushing this back to 1/1/2000 will allow you to see all your company's resources

10. How do I delete partial SSNs?

- a) Log into dotStaff™ as the Vendor Administrator or Vendor User
- b) Navigate to Records Management > View Users
- c) Locate for each Resource using the Resource ID provided
- d) Double click on the line for the Resource
- e) On the About tab, click Edit
- f) Click into the Social Security Number field and delete record
- g) Click Save

11. I can't see the digits I entered after saving, why?

Due to security reasons, after entering the partial SSN, you will not be able to see the digits you entered. If you would like to check to see if the partial SSN was successfully saved, please go to section labeled **How do I check to see if the Unique ID was saved?**