

CityServeX Volunteer Resource Coordinator Instructions

Step 4 Complete Your Background Check

If your organization requires a background check, POINT will prompt you automatically.

How to Complete It

1. In your Dashboard under Requirements, select Background Check.
2. Click "Start" to be redirected to the secure background check portal (ex: Checkr, Sterling, or your organization's provider).
3. Enter your personal information and consent to the check.
4. Submit and return to POINT — the system will automatically update your status once results are received.



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Step 4 cont. Tracking Your Status

- Pending: Background check has been submitted and is processing.
- Completed/Approved: You are cleared to volunteer.
- Needs Attention: There is missing information or a form that must be re-submitted.

POINT will notify you by email when your background check is approved.

[Click here to get more info on completing your background check.](#)

[Click here to get more info on how to find your background check report.](#)