

**Q: WHAT IS CLEAR VERIFY?**

Clear Verify is an easy-to-use platform for employment and income verifications, designed to alleviate administrative burdens and reduce employer liability, while empowering employees with direct access to their own data.

**Q: WHY DO COMPANIES USE CLEAR VERIFY?**

Companies choose Clear Verify as their employment and income verification partner because they trust us to reduce their verification workload and liability risk while giving employees peace of mind that their data is secure and used only for its intended purpose.

**Q: WHAT ARE THE BENEFITS TO ME AS AN EMPLOYER?**

Clear Verify takes pride in offering you a secure platform that simplifies and streamlines employment and income verifications, minimizing liability risks and enabling you to concentrate on what is most important: your workforce.

**Q: IS THE DATA SECURE?**

At Clear Verify, safeguarding your data is our top priority. Our platform holds a SOC II certification and adheres to all state and federal regulations.

Emphasizing our commitment to security, Clear Verify's platform promotes the use of multi-factor authentication, providing extra layers of security to empower employees and ensure the protection of sensitive data.



**Q: HOW DO I SIGN UP?**

Please visit [clearverify.com](https://clearverify.com) to schedule a demo with the Clear Verify team.

Once you are ready to partner with us, our team will onboard your organization and set up an account for you.

**Q: I FORGOT MY PASSWORD, WHAT SHOULD I DO?**

If you've forgotten your password, simply click the "forgot password" button when signing in to your account. Enter the email address associated with your account and follow the steps provided to reset your password.

**Q: WHERE DO I DIRECT A VERIFIER WHEN THEY ARE REQUESTING A VERIFICATION?**

Please direct verifiers to the "Account" page found at [clearverify.com](https://clearverify.com).

Additionally, you can direct employees to send their verifications to verifiers through their employee portal by navigating to the "My Verify" feature.

**Q: HOW CAN I INVITE MY EMPLOYEES TO USE CLEAR VERIFY?**

Employees can sign up through your company's custom Clear Verify link/ QR code. Additionally, they can sign up through an email link invitation. You can send the link directly to your employees and/or you can add it to any landing pages your company may use. Please let your employees know if they will need an additional 8 digit PIN for sign up access.

If you would like us to integrate with your HR processes through other methods, please reach out to our support team.



**Q: HOW MANY ADMINISTRATORS CAN I HAVE ON MY CLEAR VERIFY ACCOUNT?**

You can add as many staff members as you would like. You have the ability to limit staff member's visibility, assign them to specific locations, and more.

**Q: WHAT HAPPENS IF AN EMPLOYEE DISPUTES THEIR DATA?**

Within the administrator portal, you have access to manage any data disputes. This will come as a notification in your inbox on the home page. You can also view disputes in the reports menu.

**Q: WHERE SHOULD I DIRECT EMPLOYEES OR VERIFIERS IF THEY NEED HELP?**

Please direct all employee and verifier inquiries to our support team. Our support team can be reached through live chat, phone, or email.

