Instructions for completing the BIB Criminal Background Check

1. Students carefully print name, email address and any other names they have had in the past on the form below and email the form to clientservices@bib.com.
2. BIB will send an email within 1-3 days with a link to a secure portal to submit credit card information for payment of the background check.
3. Students go to the portal and complete payment information.
4. Once credit card is charged, BIB sends another email within 1-3 days with username and password to log on and complete personal information.
5. Students log on and complete online portion of the application within 3 days of receipt of the email (Note: The background check is not run until this step is completed).

If students do not receive either of these emails within 3 days of completing the prior step, they should call BIB immediately at 877-439-3900.

If students are paying with a money order instead of a credit card, the money order must be mailed with the form in step one to the address at the bottom of the form and then watch for the email in step 4.

Emails from BIB are usually sent the same day, so students should check their spam/junk mail if they don’t see the email in their inbox.
Background Investigation Bureau  
Background Screening Request Form  

The University of North Carolina Greensboro – Student Services & Advising

Below are the steps necessary to complete the request for the required background check for UNCG:

1. Submit payment of $23.50 by credit card or money order to Background Investigation Bureau.

   If paying by credit card please fax or e-mail to the number/e-mail address below, you will receive an email from BIB’s Accounts Receivables Department with a link to complete your billing information and submit payment.

   - OR -

   If paying by money order, please send this form with your money order to the address listed at the bottom of this form.

2. Upon receipt of your payment, BIB will send you an email with a link and user credentials to log into BIB’s site. Please allow 1-3 business days. You will log in and submit the required information needed to conduct the background check, as well as an electronic authorization and release of information allowing UNCG to access the background check. Please submit your information within 3 days of receiving the email.

3. Once you submit your information online, your background check results will be reported to UNCG.

NAME: ___________________________  AKA: ___________________________

EMAIL ADDRESS: ___________________________

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Please send this form and money order to:
Background Investigation Bureau  
Attn: Client Services  
9710 Northcross Center Court  
Huntersville, NC 28078

-or-

For Credit Card orders ONLY - Fax this form to: 704-439-3901 or E-mail to clientservices@bib.com