



Nov. 22, 2019

## Truescreen Ordering Changes

Dear Grantees,

On Monday, Nov. 25, 2019, the Truescreen ordering process will look a little different. Truescreen has added fields to assist grantees during the ordering process to further ensure compliance.

When you order a check in the myRapidRequest module, you will see new fields requiring you to enter the first and last name twice, specify whether you are a state commission subgrantee, and whether the government photo identification (the ID) was verified.

### **Double Name Entry:**

Grantees will be required to enter the first and last name of the applicant twice. The names must match before submitting the check request. If the names do not match, you will receive an error message and will not be able to move forward.

### **Government Issued Photo ID Verification:**

Grantees will be prompted to document that the ID was or was not verified during the ordering process by selecting one of two options: "Yes" or "No-will verify later." The verification process in the myAppStation tab will still exist and grantees can continue to use that function. It is not required to verify that the ID was verified twice during the ordering process or later in the myAppStation tab.

### **Commission Subgrantee Question:**

Grantees will be asked to indicate if they are a Commission subgrantee and if so, to which state. Senior Corps, AmeriCorps VISTA, AmeriCorps National Directs and other grantees who are not Commission subgrantees should select "No" and "N/A" when asked to identify

which state. This information will be helpful for CNCS in identifying subrecipient relationships with the appropriate Commission.

This is what the myRapidRequest screen will look like:

### Double Name Entry

The screenshot shows the 'myRapid Requests' form with the following fields and values:

- Report Client: [Dropdown]
- Report Level: NSOPW Only
- Request Date: 09/24/2019
- Grant Number: 123 \*
- Access to Vulnerable Populations: Yes \*
- State: [Dropdown]
- Commission Subgrant?: Y \*
- Select Which State: N/A \*
- First Name on Government ID: [Text] \*
- Reconfirm First Name on Government ID: [Text] \*
- Middle: [Text]
- Last Name on Government ID: [Text] \*
- Reconfirm Last Name on Government ID: [Text] \*
- Suffix: [Text]
- Anticipated Start Date: 09/30/2019 \*
- Applicant Phone: 555-123-4321
- Applicant Email: [Email] \*
- Confirm Email: [Email] \*

Red boxes highlight the 'First Name on Government ID' and 'Last Name on Government ID' fields, indicating a double name entry requirement. A red asterisk at the bottom indicates '\*required information'. Buttons for 'CLOSE' and 'SUBMIT' are visible at the bottom.

### Government Photo ID Verification

The screenshot shows the 'myRapid Requests' form with the following fields and values:

- Report Client: [Dropdown]
- Report Level: NSOPW Only
- Request Date: 11/08/2019
- Grant Number: 123 \*
- Access to Vulnerable Populations: Yes \*
- State: [Dropdown]
- Commission Subgrant?: N \*
- Select Which State: NH \*
- Government Photo ID Verified?: [Make your selection] \*
- First Name on Government ID: Bernard \*
- Reconfirm First Name on Government ID: Bernard \*
- Middle: Testing

A blue box highlights the 'Government Photo ID Verified?' dropdown menu. A red asterisk at the bottom indicates '\*required information'. Buttons for 'CLOSE' and 'SUBMIT' are visible at the bottom.

### State Commission Subgrantee Question

mytrue.com  
screen

myRapid Requests

Report Parameters

Test Client: [dropdown]  
 Report Level: NSOPW Only [dropdown]  
 Request Date: 09/25/2019

Grant Number: 123 \*  
 Access to Vulnerable Populations: Yes [dropdown] \*  
 State: [Make your selection] \*  
 Commission: [dropdown] \*  
 Subgrant?: N  
 Select Which State: N/A [dropdown] \*  
 First Name on file: [text input]

If you have any questions, please reach out to [CHC@cns.gov](mailto:CHC@cns.gov).

Thank you for your continued commitment to national service.

Office of the Chief Risk Officer

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