Clear ✓ CA
User Access & Search Guide

This guide is designed to help you navigate our secure portal, perform accurate California Statewide arrest searches, and manage your account settings with ease.

1. Accessing Your Secure Portal

To ensure full compatibility and security, please follow these steps:

- **Navigate:** Open Google Chrome and visit www.clearcheckca.com.
- **Login Initiation:** Select **Customer Login** from the top menu. Click the blue **Click Here to Log In** button to launch the secure portal in a new tab.
- **Authentication:** On the gray login screen (featuring the United Reporting logo), enter your **Username** and **Password**.
  - o Note: Both fields are case-sensitive.

2. Conducting an Arrest Search

To retrieve the most accurate and relevant results, please utilize the following search protocols:

- **Mandatory Criteria:** You must provide the subject's **First Name**, **Last Name**, and **Date of Birth (DOB)**.
- **Smart Search (Wildcard Matching):** Our system automatically utilizes partial matching. For example, searching "Chris" will return results for "Christine" and "Christopher".
- **Execution:** Review your entries for accuracy and click **Search**.

3. Interpreting Your Results

Search results include comprehensive data such as physical descriptors, arrest dates, and offense codes. Use this information to:

- **Verify Identifications:** Compare arrest dates and offense codes against any potential criminal record "hits" that may lack a DOB.
- **Confirm Subject Matches:** Cross-reference data points to ensure the records belong to your specific subject.

4. Account Management & Billing

- **Search Fees:** Arrest searches are billed at a rate of **$0.45 per search**. Statements are invoiced monthly to the credit card registered to your account.
- **Profile Updates:** Click the **My Account** button on the right to update your contact information, address, or password.
  - o Note: Usernames are permanent and can only be modified by our support team.
- **Professional Support:** For assistance with sales, technical support, or accounting, click the **Contact Us** button to access our direct phone and email directory (our contact details are also contained in the footer of this guide).