DRIVER iQ CLIENT GUIDE

SingleCheck 2.0

User Guide

Register, search, order and track employment verification reports

Version **1.1**
October 28, 2026
Chrisie Brockman, Senior Director, Strategic Initiatives
Transportation Division | Driver iQ | Cisive

Contents

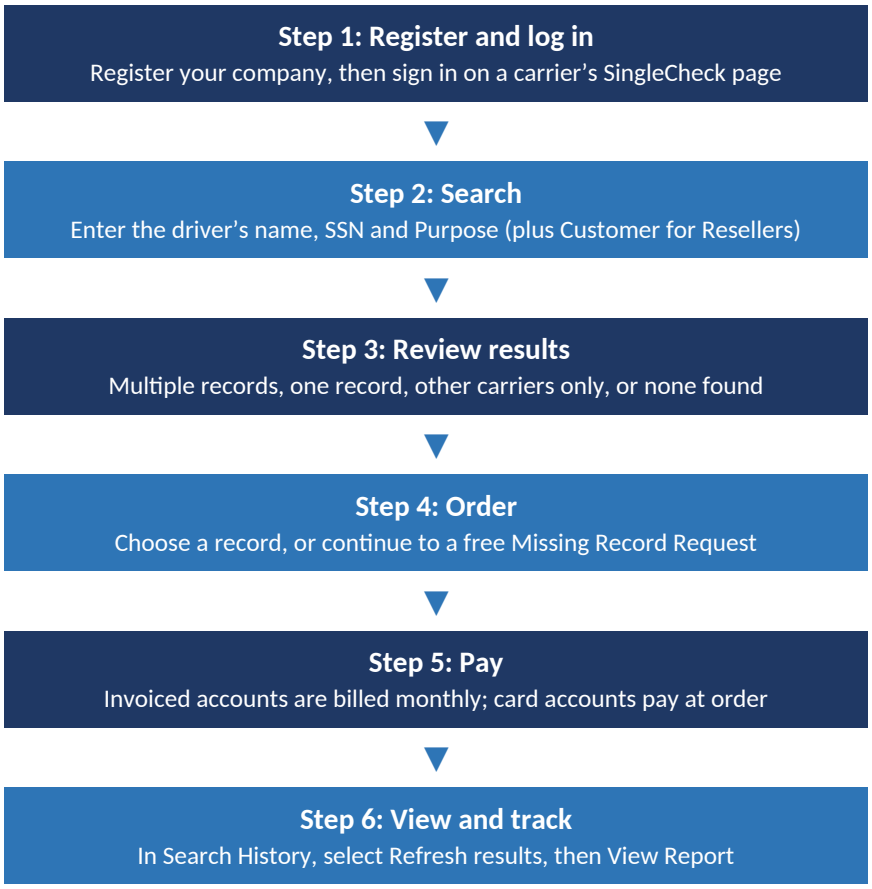
1. Process flow 2
2. Welcome to SingleCheck 2.0 3
3. Getting started 4
Registering your company 5
4. Logging in 6
If your login fails 7
What the Data Available section tells you 8
5. Searching for a driver 9
Ordering for another company (Reseller accounts) 10
Search tips 11
6. Reading your results 11
7. Ordering, pricing and payment 11
Good to know 12
8. Viewing, printing and tracking reports 12
Opening a completed report 12
Receipts for credit card orders 13
Search History 13
9. Missing Record Request 14
10. Drivers requesting their own report 15
11. Frequently asked questions 15
Pricing and billing 15
Ordering and results 16
Payments and account 16
12. Troubleshooting 17
Contact us 18
13. Glossary 18

Document control

Version	Date	Change
1.0	October 28, 2026	Initial release
1.1	October 28, 2026	Added steps and screenshots for a failed login (password reset)

1. Process flow

The path from registration to a finished report, at a glance.



2. Welcome to SingleCheck 2.0

Where: SingleCheck 2.0 › Overview

SingleCheck 2.0 is the new Driver iQ site for searching a driver's previous employment records and ordering the report you need, all in one place. This guide walks you through registering, searching, ordering, paying and finding your completed reports.

PRE means Previous Record of Employment. A PRE report includes prior employment records and, when available, accident records. Drug and alcohol (D&A) history is not part of this report; it must be retrieved through the FMCSA Clearinghouse.

What's new

- A fresh address under singlecheck.cisive.com, with Cisive / Driver iQ branding.
- One search can return records from more than one carrier. You choose to order only the record you requested, or all records on file for that driver.
- You see the price before you order.
- Invoiced accounts are never asked for a card.
- If the record you need isn't found, you can submit a Missing Record Request, which is always free.
- Your completed reports, receipts and order history live in Search History.

> **Important**
>
> Most carrier sites moved to SingleCheck 2.0 on October 26, 2026. The J.B. Hunt and Schneider sites move on the evening of November 3, 2026; until then, they still look like the previous site.

3. Getting started

Where: Carrier SingleCheck page

Each carrier has its own branded SingleCheck page under singlecheck.cisive.com (for example, singlecheck.cisive.com/Wernerfr for Werner Enterprises). The page asks Who are you? and offers three choices: Employer, Driver, and Other (a credit agency or other organization).

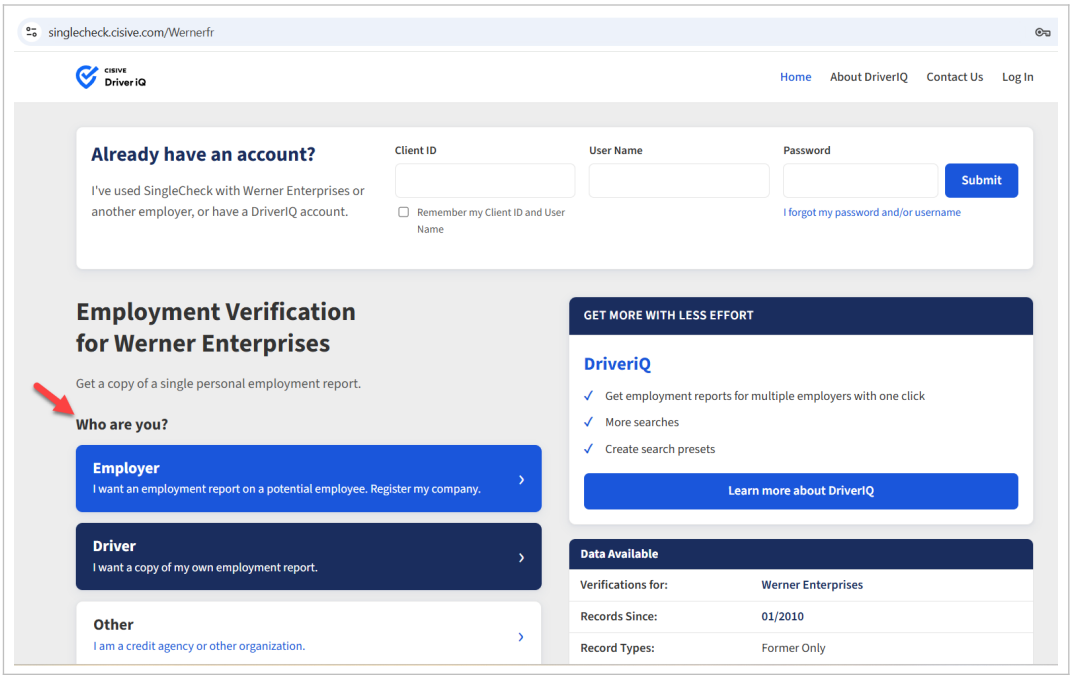


Figure 1. *A carrier's SingleCheck page, with Who are you?, the login box and Data Available.*

> **Tip**
>
> Have an old SingleCheck bookmark? It keeps working until that carrier moves. After the move, it opens a page that points you to singlecheck.cisive.com/carrier.

Registering your company

1. Under Who are you?, select Employer (“I want an employment report on a potential employee. Register my company.”).
2. Complete the Register for SingleCheck form. Section A asks for company information (company name and physical address). Section B asks about your business, including website, FCRA Purpose, DOT number and nature of business. Fields marked with an asterisk are required.

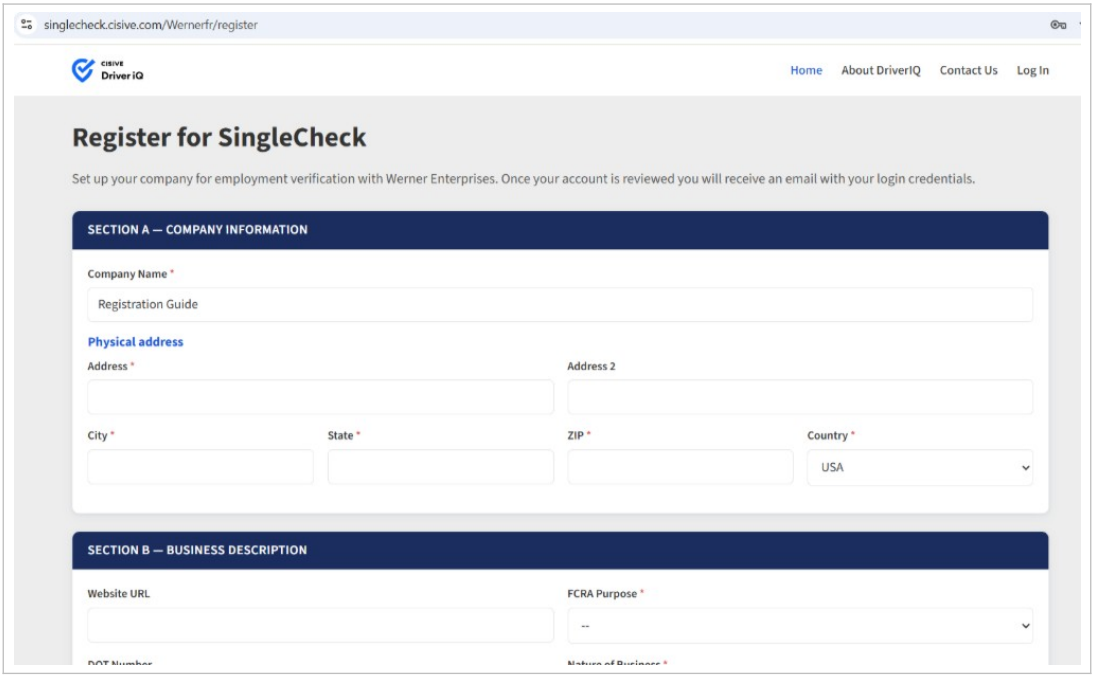


Figure 2. *Register for SingleCheck form, Sections A and B.*

3. Select Register. By registering, you confirm your information is accurate and that reports will be used only for a permissible purpose under the Fair Credit Reporting Act (FCRA).

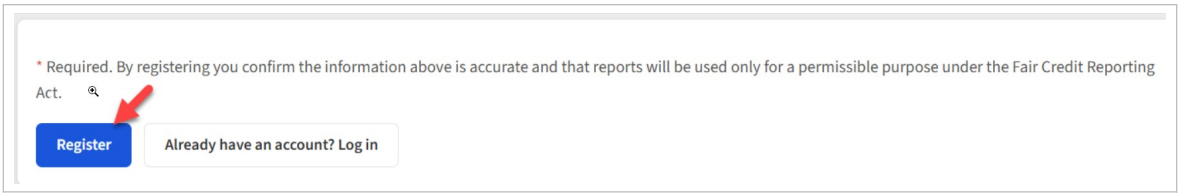


Figure 3. *FCRA confirmation and the Register button.*

4. A confirmation message appears. Our team reviews your account before it is activated.

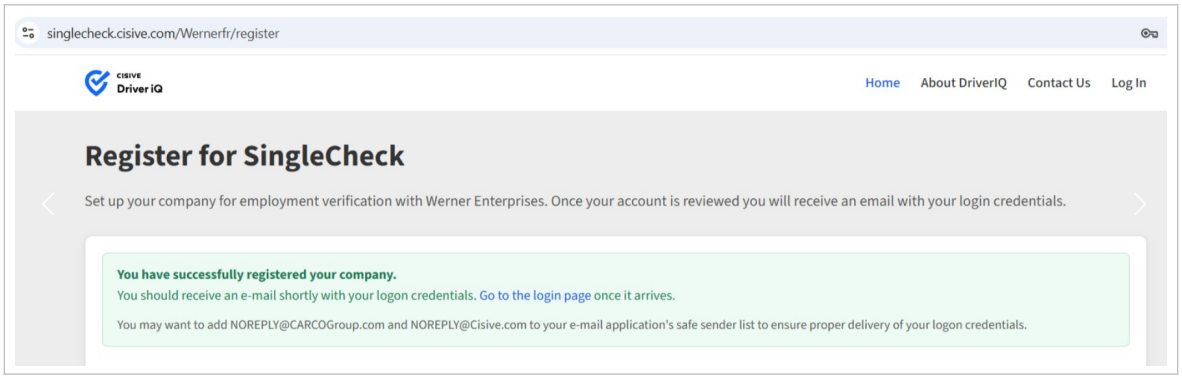


Figure 4. *Registration confirmation message.*

> **Tip**
>
> Add NOREPLY@CARCOGroup.com and NOREPLY@Cisive.com to your email safe sender list so your login credentials don't land in junk mail.

5. Watch for an email with your login credentials. Its link brings you back to the SingleCheck site where you registered.
6. At your first login, complete the Account Setup steps. These are required forms to complete, review and e-sign, including choosing who will e-sign. You can order once setup is finished.

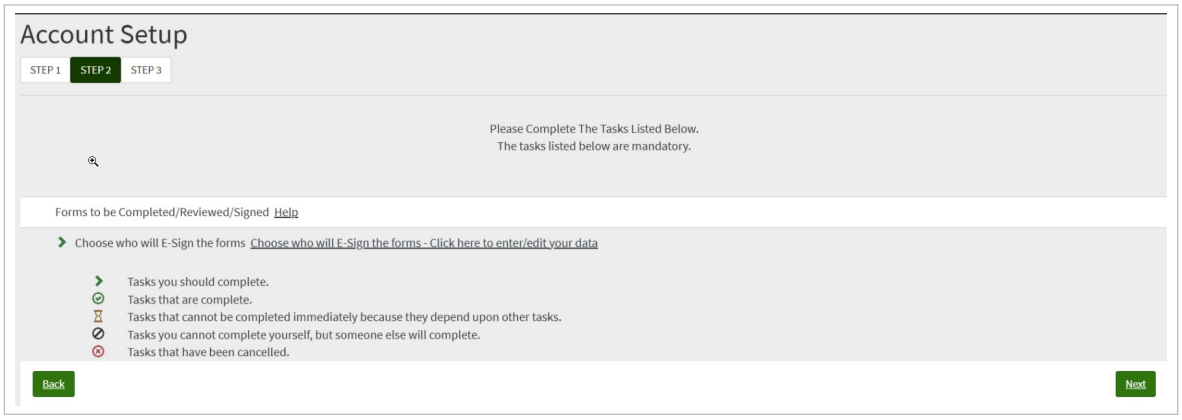


Figure 5. *Account Setup, Step 2: forms to be completed, reviewed and signed.*

4. Logging in

Where: Carrier SingleCheck page › Already have an account?

Use the Already have an account? box on any carrier's SingleCheck page. Enter your Client ID, User Name and Password, then select Submit. Check Remember my Client ID and User Name to save time, and use I forgot my password and/or username if you need a reset (see Figure 1).

While the page loads, it briefly shows "Loading Cisive/Driver iQ Singlecheck" before switching to the carrier's name. If a different company name stays on screen, refresh the page and contact us if it doesn't clear.

If your login fails

Seeing “Login failed”? Reset your password in a few clicks:

1. Click I forgot my password and/or username, under the Password box.

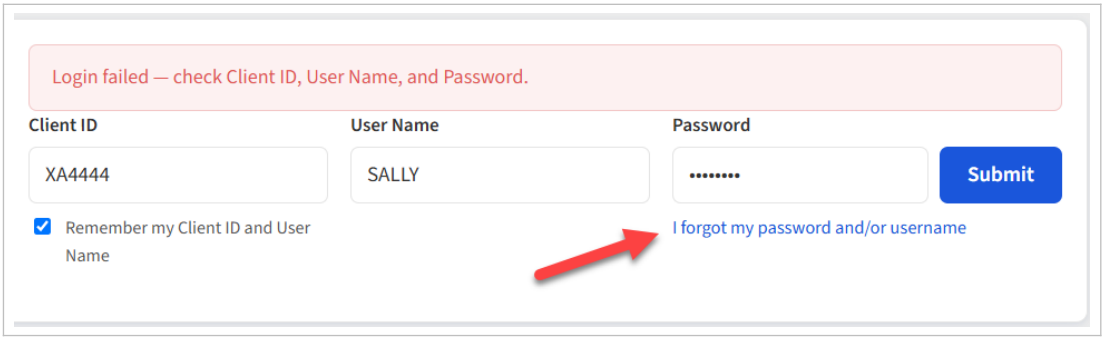


Figure 6. *The Login failed message, and the I forgot my password and/or username link.*

2. On the left side of the screen, under LOG IN, click I forgot my password.
3. On Reset your password, enter your Client ID (1) and either your User Name or email address (2), then click Email me a reset link (3).

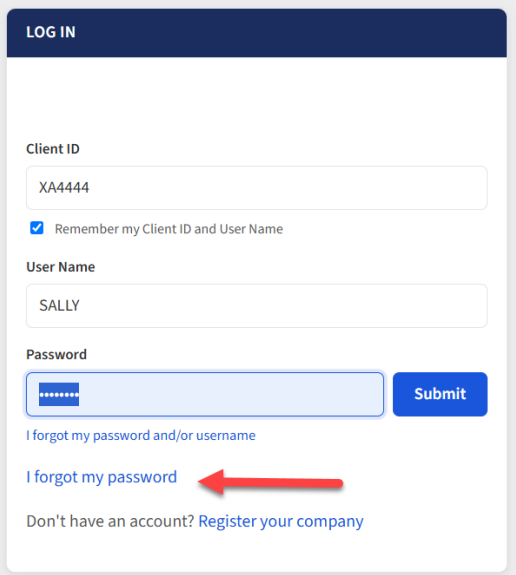


Figure 7. *LOG IN panel: I forgot my password.*

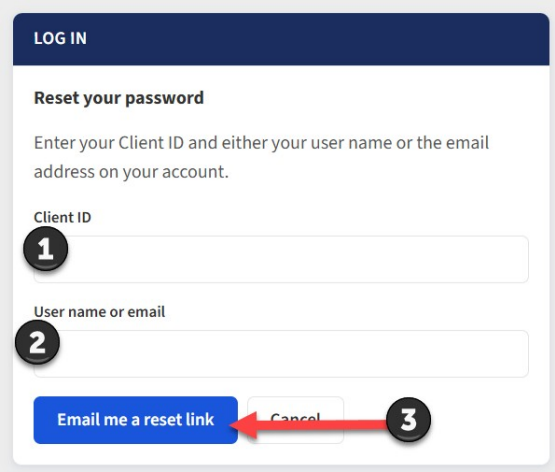


Figure 8. *Reset your password form.*

> **Tip**
>
> If you see “Please complete the verification and try again”, reach out to us via chat on the Support page: https://www.cisive.com/driver-iq/support

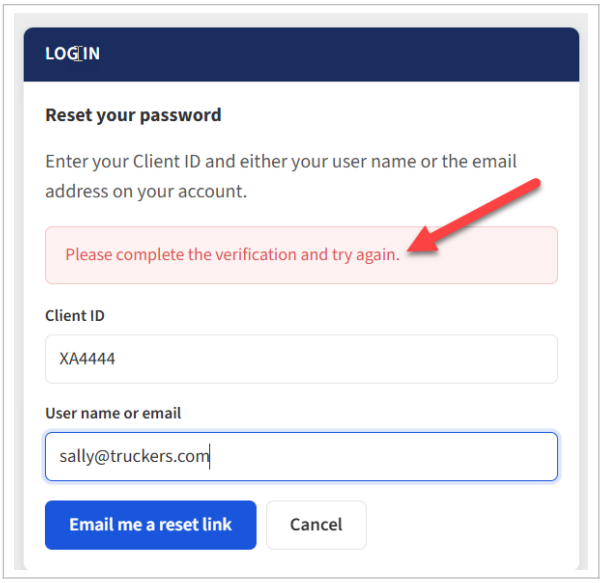


Figure 9. *The verification message on Reset your password.*

What the Data Available section tells you

The Data Available section on each carrier's page shows what that carrier can verify:

Row	What it shows
Verifications for	The carrier whose records you are searching
Records Since	The earliest date the carrier's records cover
Record Types	Which drivers are covered, such as former employees only
Current Driver Information Contact	Fax number and/or email for current-driver requests
Wage Information Contact	Fax number and/or email for wage requests
DOT-Related Information	Accident Records Since: the earliest date accident records cover

Rows the carrier doesn't provide are hidden or marked as not available.

5. Searching for a driver

Where: Order screen › Order › Submit

After you log in, you'll see the Order panel on the left and the Results panel on the right. The heading shows who is logged in and how your account is billed.

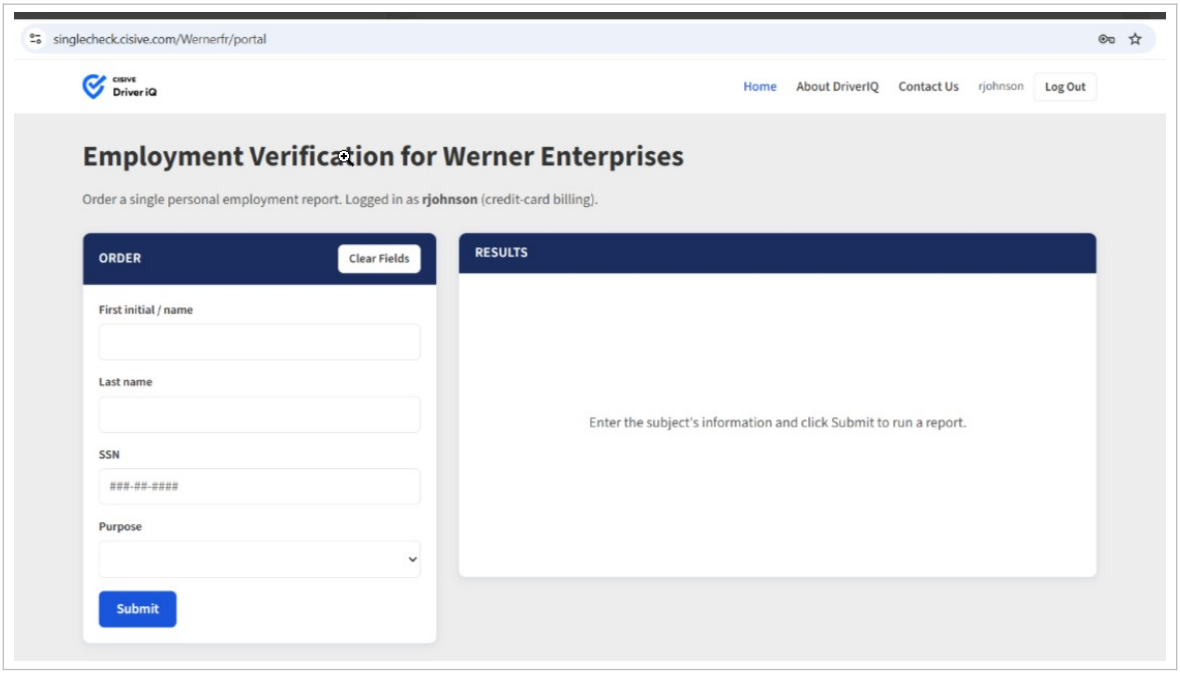


Figure 10. *The order screen, with the Order and Results panels.*

A search needs the driver's SSN plus first and last name. SingleCheck matches the SSN and name together, and the name match allows for typos and spelling variations.

1. Enter the driver's first initial or first name, last name and SSN.
2. Select the Purpose.
3. Reseller accounts only: enter the Customer (see below).
4. Select Submit. Clear Fields empties the form for your next search.

Ordering for another company (Reseller accounts)

If your company orders reports on behalf of another company, your account is set up as a Reseller and the order screen includes a required Customer field. The Customer is the employer whose payroll the driver will be on if hired. Enter that company's name, not your own.

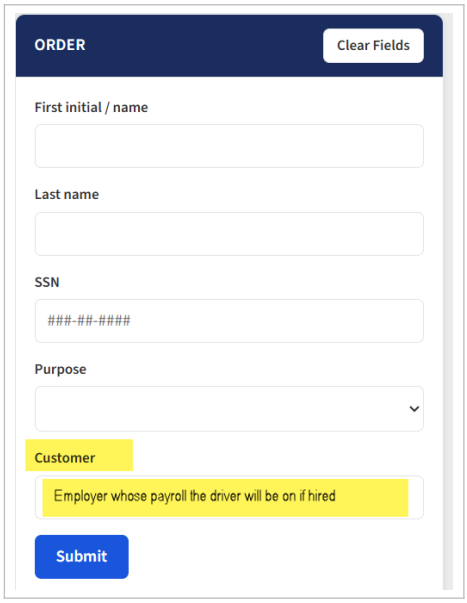


Figure 11. *Order panel on a Reseller account, with the Customer field.*

- Leave Customer empty and you'll see: "Customer is a required field. Provide Customer Name (company for whom you are requesting the information) and resubmit your request."
- Enter your own company name and you'll see: "The order could not be priced."

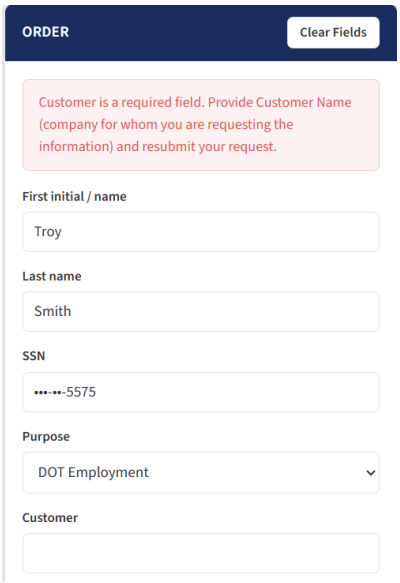


Figure 12. *Customer left empty.*

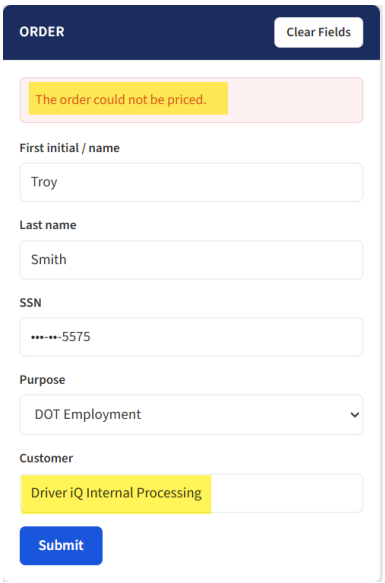


Figure 13. *Your own company entered as Customer.*

Search tips

- Enter the name as it appears on the driver's application.
- Double-check the SSN before you submit.
- Only search drivers who have authorized the inquiry.

6. Reading your results

Where: Order screen › Results

What you see next depends on how many records match the driver.

Result	You'll see	What to do
Multiple records	Ordering options covering more than one carrier	Select one option; only one can be selected at a time
One record	An Only Record Found message	Order that record
None at this carrier, records at others	A prompt offering records from other carriers	Order from the prompt, or submit a Missing Record Request
No records found	A No records found message with Submit Missing Record Request selected	Select Continue to submit a free Missing Record Request

Worth knowing

- Choosing the single-record option returns only that carrier's record.
- The record count you see always matches the number of records on file.
- Records are priced per record; there is no multi-record discount.

7. Ordering, pricing and payment

Where: Results › Ordering options › Payment

How you pay depends on your account. Invoiced accounts have monthly billing set up; credit card accounts pay as they go. The price shown in the ordering options is based on your account's current rate.

	Invoiced	Credit card (prepay)
FREE option	Not offered	Offered, with a 5-day wait time; returns only the record from the carrier site you logged in to
Payment at order	No card requested	Pay by card at order
After you order	Message: "Billing will be applied to your monthly invoice"	A Transaction Receipt is available with your report

Good to know

- Card orders may include sales tax. Tax is calculated automatically from the company address on your account; invoiced accounts see no charge at order.
- Choosing “use a new card” shows only the new card form and does not double the charge.
- A FREE report has a 5-day wait time and shows as pending in Search History until it completes.

8. Viewing, printing and tracking reports

Where: Search History › Refresh results › View Report

Opening a completed report

1. Go to Search History and select Refresh results.
2. Find your order; completed orders show COMPLETE.
3. Select View Report. The report opens in the Results panel.

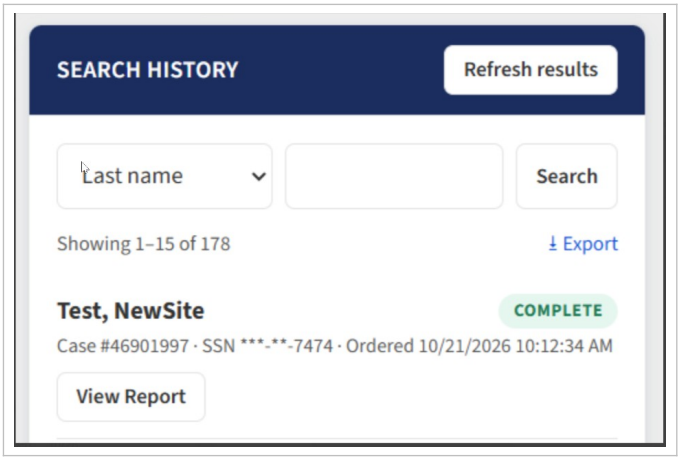


Figure 14. *Search History with Refresh results, a COMPLETE order and View Report.*

> **Tip**
> Coming soon: your report will appear on screen automatically after you order. Until then, use Refresh results and View Report.

Use Print Report or View PDF Report to print or save your report. If the employer has no record for the driver, the report says so and shows the date the employer’s data is complete from.

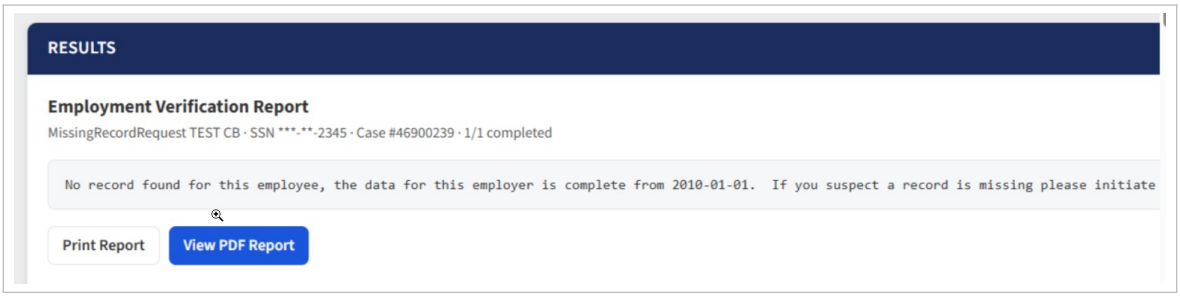


Figure 15. *A completed report with no record found, with Print Report and View PDF Report.*

Receipts for credit card orders

1. Open the report and select View Receipt.

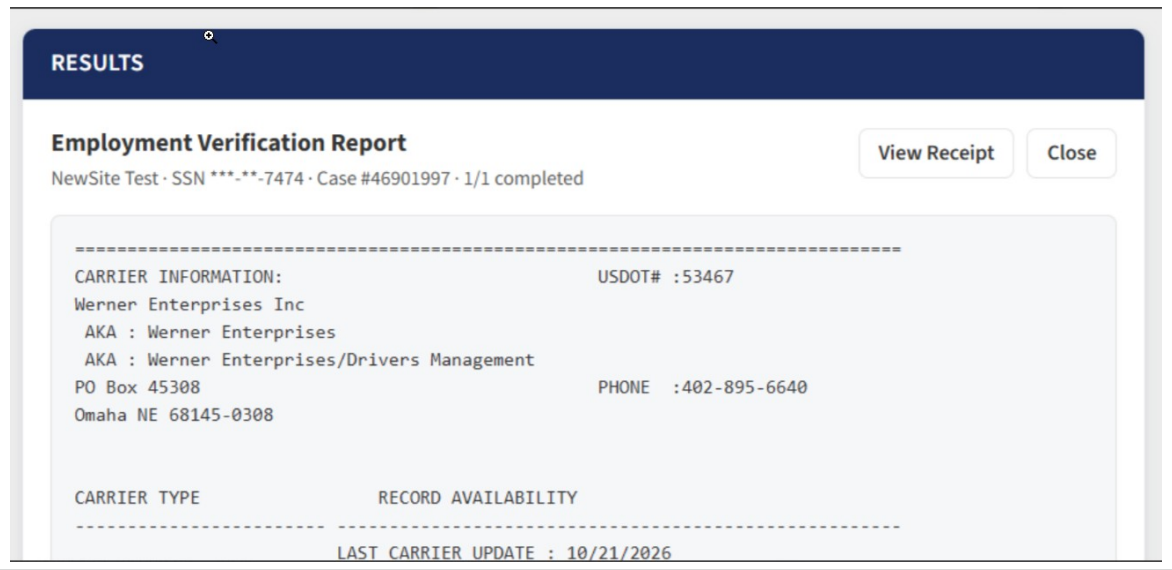


Figure 16. *Employment Verification Report with the View Receipt option.*

2. The Transaction Receipt shows the payment status and invoice number. Select Download to PDF to save it, or Hide Receipt to close it.

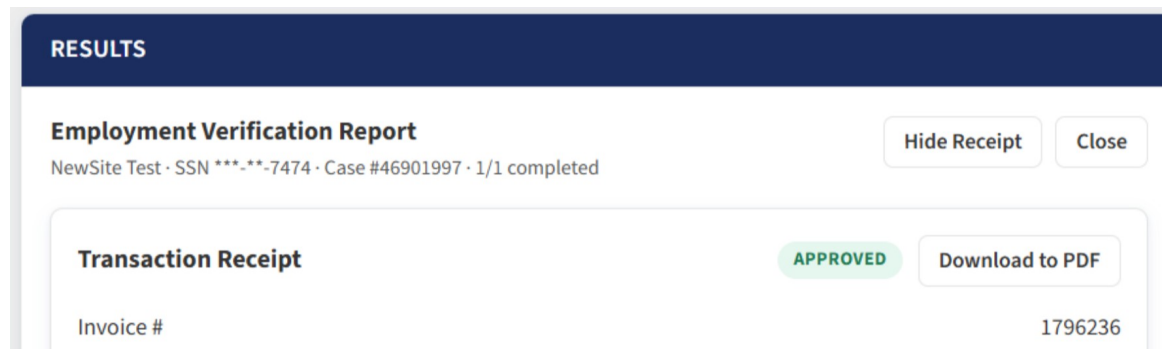


Figure 17. *Transaction Receipt with Download to PDF.*

Search History

- Every order you place is listed with the driver name, case number, masked SSN, order date and time, and status.
- Search by last name, or Export the list.

9. Missing Record Request

Where: Results › No records found › Continue › Work History Not Found

Expecting a record that didn't come back? Submit a Missing Record Request. It's free. Our team reviews it, asks the carrier to locate the record, and you're notified of the outcome.

1. On the No records found screen, Submit Missing Record Request is already selected under Choose an option. Select Continue.

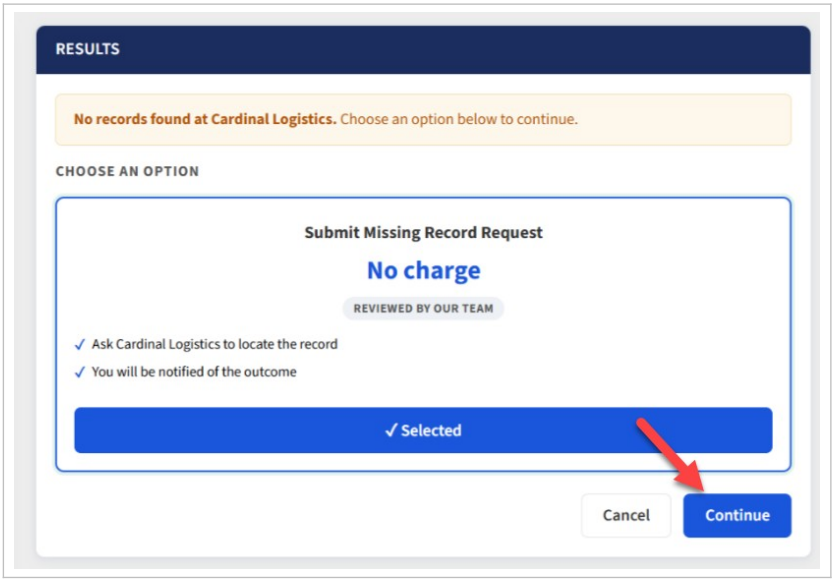


Figure 18. *No records found, with Submit Missing Record Request selected and the Continue button.*

> **Important**
> Don't skip Continue. The request form only opens after you select it.

2. On the Work History Not Found screen, confirm the first name, last name and SSN shown.
3. Enter any Also Known As name, then the Start Date and End Date of the driver's employment.
4. Select Submit Request.

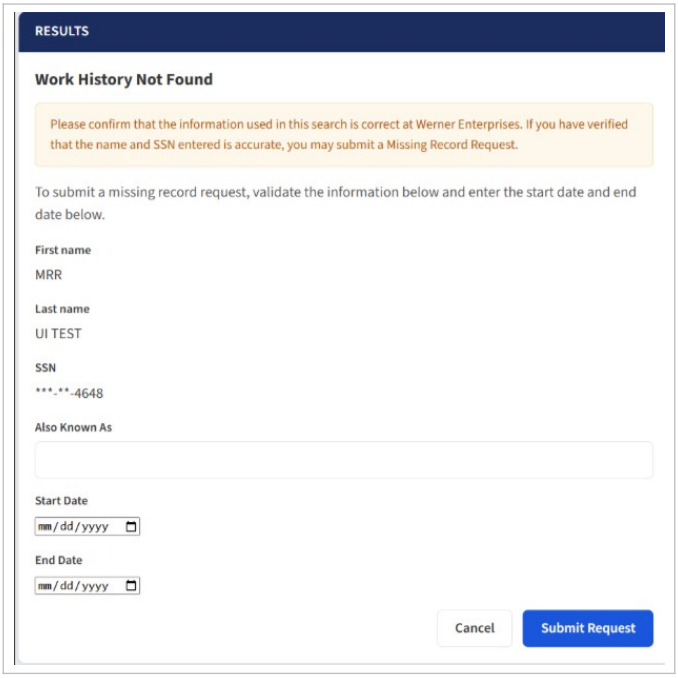


Figure 19. *Work History Not Found form.*

5. You're notified of the outcome. If the carrier adds the record, you can order it then.

10. Drivers requesting their own report

Where: Carrier SingleCheck page › Driver

Drivers can request a copy of their own employment report. On the carrier's SingleCheck page, the driver selects Driver ("I want a copy of my own employment report."), completes a short verification form, and uploads a driver's license to confirm identity. Driver iQ verifies the request before the report is released.

Drivers with questions about information on their report can call the driver dispute line at 1-855-881-0716.

11. Frequently asked questions

Pricing and billing

Q. Why do I see a price now? Is this a new charge?

No. If your account is invoiced, SingleCheck reports have always been billed to your monthly invoice. SingleCheck 2.0 simply shows you the price before you order, so there are no surprises.

Q. Where did the FREE option go?

The FREE option is available only to prepay accounts (you pay by credit card at order), and it has a 5-day wait time. Invoiced accounts have never had a FREE option.

Why is it free? By default, we process your requests as expedited, and that is what the report price covers. Choosing FREE skips the expedited processing, so your report takes up to 5 days instead. It also returns only the record from the carrier site you logged in to, and it shows as pending in Search History until it completes.

Q. I see "Unable to retrieve the company address for sales tax purposes." What does that mean?

Sales tax is calculated from the company address on your account, and that address is missing. Chat with Customer Service through the Support page at https://www.cisive.com/driver-iq/support and we'll add it to your account, then you can place your order.

Q. Is there a fee for a Missing Record Request?

No. Submitting a Missing Record Request is always free. If the carrier later adds the record, you're notified and can order it then, either through SingleCheck or your regular PRE ordering. Either way, you pay only once for that record.

Q. We already order PRE reports. When should we use SingleCheck?

Keep ordering PRE reports as usual. SingleCheck is best for a one-off, follow-up report on a single driver.

Ordering and results

Q. My search found no record. What now?

Select Continue on the No records found screen. Submit Missing Record Request is already selected, and Continue opens the request form.

Q. A record came back, but it looks wrong or incomplete. What should I do?

A Missing Record Request is for records that are not found. If a returned record has incorrect information, the driver can dispute it by calling 1-855-881-0716.

Q. My report finished, but I don't see it.

Go to Search History, select Refresh results, then View Report.

Q. Do I have to start on the carrier's own SingleCheck page?

No. You can log in from any carrier's SingleCheck 2.0 page, and your search can still return records from other carriers. The FREE option only returns the record from the site you logged in to.

Payments and account

Q. What do I do if I get a "Login failed" message?

Reset your password. Click I forgot my password and/or username, then I forgot my password (on the left, under LOG IN). Enter your Client ID and either your User Name or email address, then click Email me a reset link. If you see "Please complete the verification and try again", reach out to us via chat.

Q. I saw "The payment could not be recorded against your order, so the charge was refunded. Please try again."

Your card was not charged. Try again, entering your card details as a new card instead of using a saved card. If the message appears again, don't keep reordering; chat with Customer Service through the Support page at https://www.cisive.com/driver-iq/support and share your Client ID and the approximate time.

Q. My login credentials email never arrived.

Check your junk mail, and add NOREPLY@CARCOGroup.com and NOREPLY@Cisive.com to your safe sender list.

Q. What should I have ready when I contact support?

The page address (URL), your Client ID, your User Name, the exact error message you saw, and the approximate time. This helps us find your account and resolve the issue quickly.

12. Troubleshooting

Where: Any screen

Most issues clear with a refresh. If one persists, note the page address (URL), your Client ID, your User Name, the exact error message and the time, then contact us (see Contact us below).

If you see	Try this
"Login failed"	Reset your password: I forgot my password and/or username, then I forgot my password, then Email me a reset link
"Please complete the verification and try again"	Reach out to us via chat on the Support page
Your completed report doesn't appear	Go to Search History, select Refresh results, then View Report
A different company name on the landing page	Refresh once the page finishes loading; contact us if it persists
"Failed to fetch" or "Request failed (500)"	Retry once. If your order went through, contact us before ordering again
"The payment could not be recorded…"	Re-enter your card as a new card; contact us if it repeats
"Customer is a required field"	Enter the employer whose payroll the driver will be on if hired
"The order could not be priced" (Reseller accounts)	Enter the hiring employer as Customer, not your own company
The Purpose list is empty	Refresh the page. If it is still empty, log in from another carrier's SingleCheck page or contact us
Your old bookmark shows a notice page	Use singlecheck.cisive.com/carrier to find the carrier's new page
A FREE report is still pending	Check Search History (Refresh results); contact us if it hasn't completed

If you see	Try this
“Unable to retrieve the company address for sales tax purposes. Please contact support.”	Contact us so we can add the company address to your account

Contact us

Need help with	How to reach us	Hours
SingleCheck orders, accounts and technical support	Chat via the Support page: https://www.cisive.com/driver-iq/support	Monday to Friday, 8:30 a.m. to 4:30 p.m. CST
Driver disputes	Driver dispute line: 1-855-881-0716	Monday to Friday, 8:30 a.m. to 4:30 p.m. CST

13. Glossary

Terms you’ll see in this guide and on the SingleCheck 2.0 screens.

Term	Definition
Account Setup	Required forms you complete, review and e-sign at your first login, before ordering.
Also Known As (AKA)	Another name the driver has used. Entered on the Missing Record Request form to help locate the record.
Case / Case #	The order record created for each report request. The number appears in Search History and on the report.
Client ID	Your account identifier, entered with your User Name and Password to log in.
Credit card (prepay) account	An account that pays by card at the time of each order.
Customer	On a Reseller account, the employer whose payroll the driver will be on if hired. Required on the order screen.
Data Available	The section on each carrier’s page listing what that carrier can verify.
FCRA	Fair Credit Reporting Act. Reports may be used only for a permissible purpose under this federal law.
FCRA Purpose	The permissible purpose your company selects when it registers.
FMCSA Clearinghouse	The FMCSA Drug and Alcohol Clearinghouse, where drug and alcohol (D&A) history is retrieved. Not part of a SingleCheck report.
Invoiced account	An account with monthly billing set up. No card is requested at order.
Missing Record Request	A free request asking the carrier to locate a record your search did not return. You’re notified of the outcome.

Term	Definition
PRE	Previous Record of Employment. A driver's prior employment records and, when available, accident records.
Purpose	The reason for your search, selected on the order screen.
Records Since	The earliest date a carrier's records cover.
Refresh results	The Search History button that updates your list so newly completed reports appear.
Reseller	A company that orders reports on behalf of another company. Reseller accounts must enter a Customer.
Search History	Your list of every order, with status and the View Report option.
SingleCheck 2.0	The new SingleCheck site under singlecheck.cisive.com.
SSN	Social Security number. Shown masked, with only the last four digits, in Search History and on reports.
Transaction Receipt	The receipt for a credit card order, opened with View Receipt and downloadable as a PDF.
Work History Not Found	The screen where you confirm the driver's details and enter dates for a Missing Record Request.

Questions about SingleCheck? Chat with us at https://www.cisive.com/driver-iq/support.