Enterprise Advantage 2.0

User Guide

October 2015

FADV0010

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Introduction

Overview

Enterprise Advantage (EA) is a web-based pre-employment screening utility, offering fast, background information to meet your business needs. First Advantage® Enterprise Advantage, offers an automated and interactive ordering system, customized screening packages based on position, custom adjudication criteria, flexible reporting options, tiered background screening, timely results, online billing, and accommodating administration functions making Enterprise Advantage a comprehensive solution for any employer's hiring program. For additional information regarding other services, such as batch ordering and Employee Eligibility Verification (EEV) service please refer to Inside Enterprise Advantage.

Enterprise Advantage provides maximum accessibility regardless of what type of computer system and/or browser you use.

In order to get the most visually pleasing experience, use a monitor resolution of 1024 x 768 or greater and the latest version of the following Java-enabled browsers:

- Microsoft® Internet Explorer® version 6.0 or higher
- Apple® Safari™ version 1.2 or higher
- Mozilla® Firefox® version 2.0 or higher

In this Guide

This guide is designed for you to use as a reference tool for Enterprise Advantage. It describes the process of ordering background checks, viewing results, administrative functions, and online billing. At the end of this guide are frequently asked questions and a glossary of common Enterprise Advantage terms to assist you in becoming more familiar with the system.

Document Conventions

The following documentation conventions are used throughout this manual.

Convention	Description
Bold	This is used to identify data field names and menu selection options.
" "	This is used to identify new terms.
Italics	This is used to identify references to other chapters, documents, or databases.
WARNING	This is used to identify warnings.
Gray Shading	This is used to identify tips or notes.

Additional Training

In addition to this guide, you can take an Enterprise Advantage e-Training class with a live instructor present to answer your questions. You can also watch an online training video at your convenience 24 hours a day, seven days a week. For instructions to register for an Enterprise Advantage class or to view the training video, go to http://Learn.fadv.com.

Technical Support

For questions on how to use Enterprise Advantage, call 1-800-962-2091 (Monday – Friday, 8:00am – 8:30pm Eastern Standard Time). For after-hours support, leave a message on the automated system and a representative will respond to your request within a 30-minute time frame. You may also email your questions to the support team at: employment.support@fadv.com.

For questions on interpreting your results or on your account, call your account manager at 1-800-962-2091.

Using Enterprise Advantage

Logging into Enterprise Advantage

Your Enterprise Advantage account is customized to your company's specifications. Certain setup options and available products will vary depending on your account. If you have questions about your account, contact your system administrator or call First Advantage® Technical Support for assistance.

The Internet address for Enterprise Advantage is enterprise.fadv.com. Typing this address into your web browser will bring you to the **Enterprise Advantage Login** screen.

Logging In

Follow the steps below to log into Enterprise Advantage.

Step	Action
1	In the **Client ID** field, type the Client ID given to you by the Enterprise Advantage administrator or First Advantage®
2	In the **User ID** field, type your User ID
3	In the **Password** field, type your password **Note:** You must obtain your initial password from the Enterprise Advantage administrator or from First Advantage®. If this is your first time logging in or your password has expired, the Change Password screen will appear. See the **Changing Initial or Expired Passwords** section for more information
4	Click Sign In The ,Enterprise Advantage main screen appears

Forgot Password

Your initial password is given to you by your Enterprise Advantage administrator. If this is your first time logging in or your password has expired, you will need to change your password. You can also change your password whenever you wish via the Administration screen. More information on passwords can be found in Using Enterprise Advantage and Administration. You may also contact your Enterprise Advantage system administrator or call First Advantage® Technical Support for password assistance.

If you have forgotten your password, you can reset it by clicking on the Forgot Password link. You will need to provide your Client ID, User ID and provide the answer to your secret question.

Changing Initial or Expired Passwords

Change Password

Use the following steps to change an initial or expired password.

Note: You must first log into Enterprise Advantage.

Step	Action
1	When the **Change Password** screen appears, enter your current password in the **Old password** field
2	Enter your new password in the **New password** field. See the *Password Guidelines* section below
3	Retype your new password to confirm it
4	Click the **Submit** button to save your changes

Password Guidelines

Use the following guidelines when creating a new password:

- Password must be at least eight characters in length
- Password must contain three of the following four types of characters
- Upper case letter A-Z
- Lower case letter a-z
- Digit 0-9
- Special characters: ! @ # % ^ ( )

Password must not contain:

- Account Number or User ID
- Three of the same characters in succession. (Ex: aaa, bbb, ccc)
- New password cannot be a previously used password

Site Navigation

Navigation Toolbar

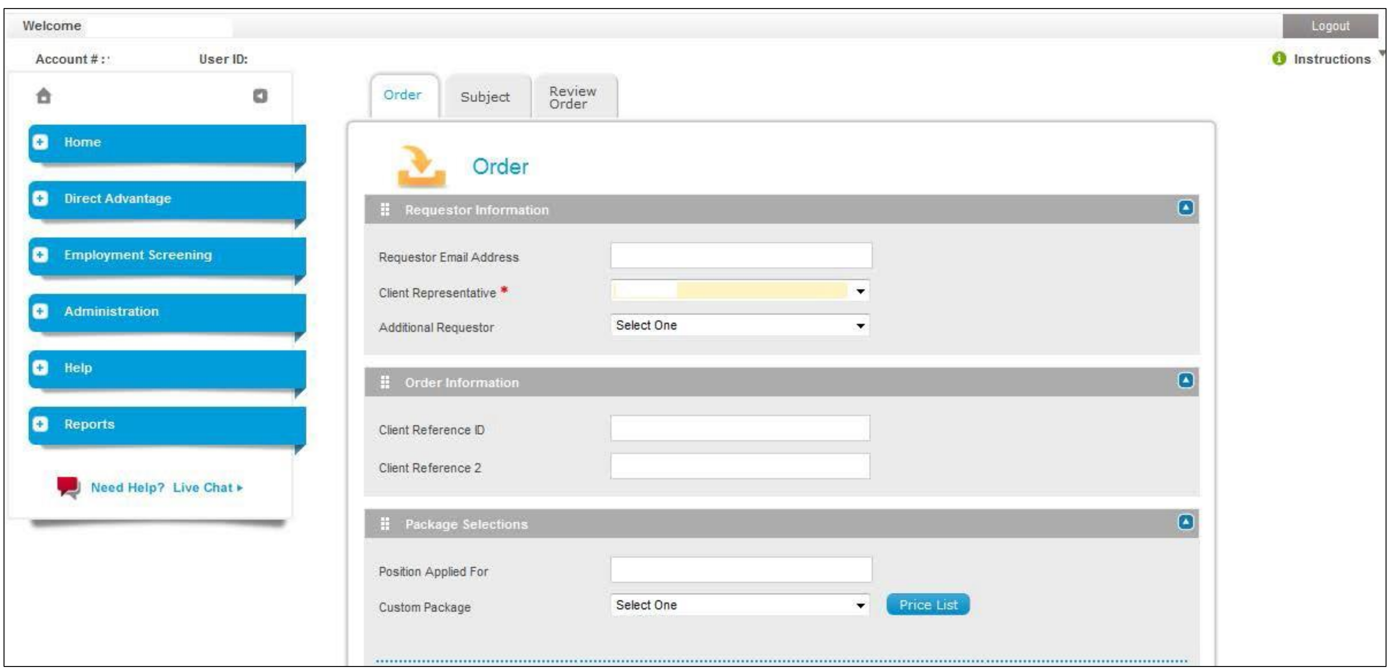
Copyright, Privacy Policy, Legal, Fact Act Disclosure, User Policy, Terms and Conditions, and the Log Out links will be universally available from the Navigation menu in all sections of Enterprise Advantage. Additionally, you will always be able to see the Login Account/Client ID and User ID from every page on the site.

The navigation menu on the left hand side of the screen allows you to navigate through the Enterprise Advantage website. The descriptions of the toolbar options are explained below.

Note: The navigation menu options will vary depending on the account and user privileges.

Time Out Notification

For security purposes, Enterprise Advantage uses an inactivity timeout feature. Two minutes prior to the session time out a message will display requiring the user to click **OK** to continue. If no input is received from the user before the timer expires, the user session will end.



Dashboard Features

Basic Features

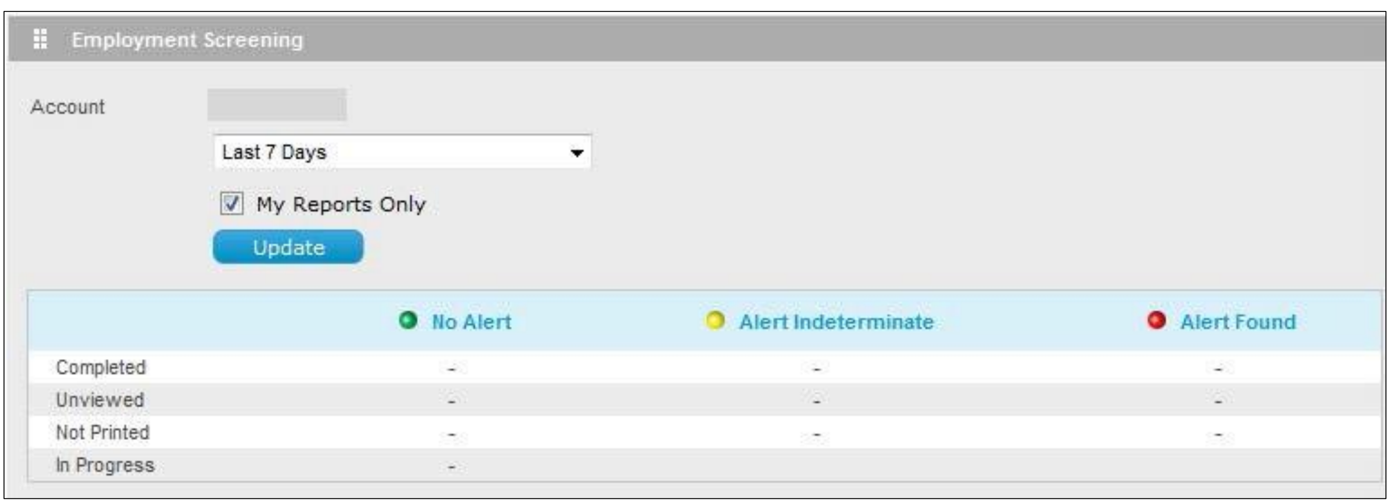
Available from the homepage, the Dashboard provides you with quick and easy access to search case results based on predefined queries of “Completed”, “Unviewed”, “Not Printed”, and “In Process” cases. Within each query set, you can perform queries that are more specific by clicking on the red, yellow, and green links.

For example:

- The red link under the “Completed” section returns all cases ordered in the last 7 days that are in a “Completed” case status where at least one element has a red flag.
- The yellow link under the “Unviewed” section returns all cases ordered in the last 7 days where at least one element has a yellow flag and that element has not been viewed.
- The green link under the “Not Printed” section returns cases ordered in the last 7 days where all elements have a green flag and at least one of those elements has not been printed.

The Dashboard feature displays results based on the following user security levels:

Security Level	Dashboard Options
My Orders Only or My Alerts Only	The Dashboard will display a count of the number of cases next to the Appropriate alert icon and status for the user’s orders.
View All Reports or View All Alerts	The Dashboard will display a count of the number of cases next to the Appropriate alert icon and status for that user’s orders only. You will have the option to de-select My Reports Only to display all orders within the account based on clicking the link.
View All Alerts or View All Reports and Multi Account Viewing	The Dashboard will display a count of the number of cases next to the Appropriate alert icon and status for all accounts the user has access to view. The Account Selection feature will be available for you to use to select accounts to update the dashboard within your hierarchy level and lower.



Order Entry

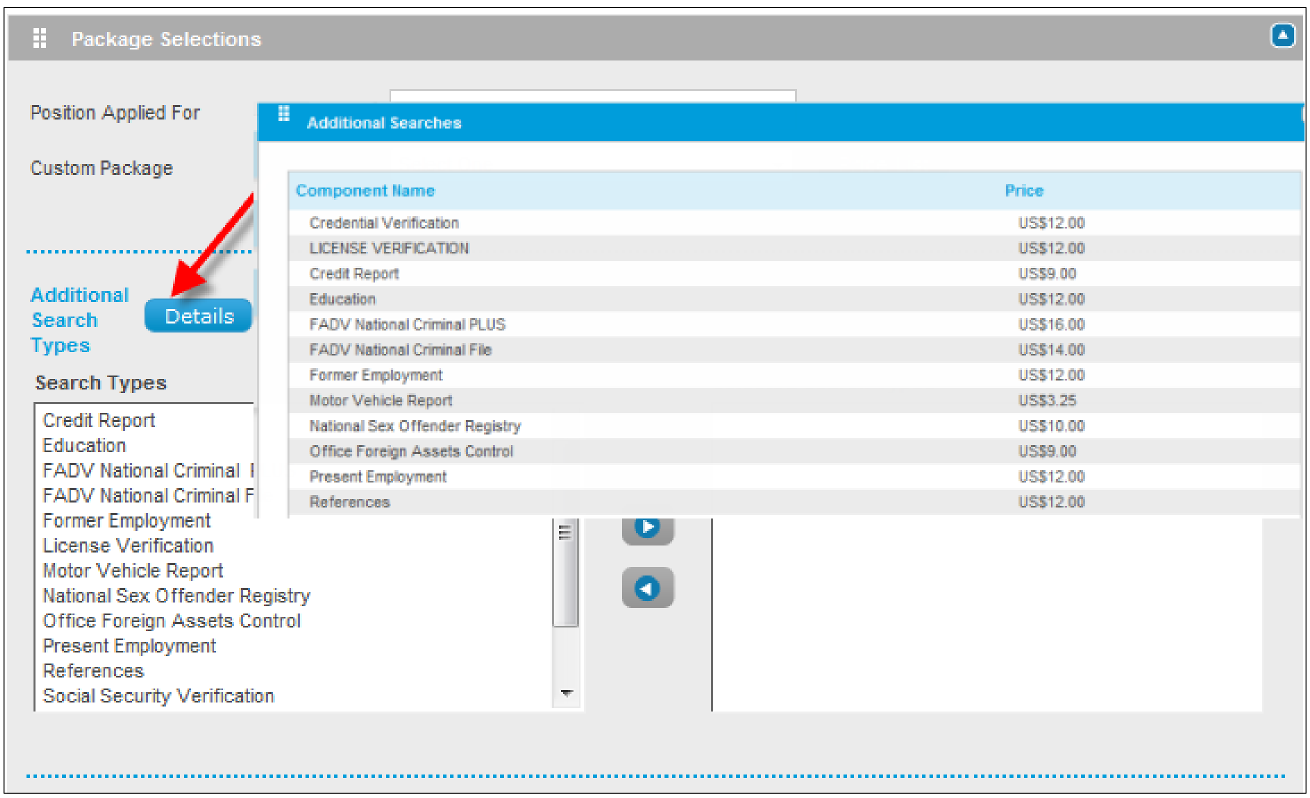
Overview

The Enterprise Advantage Order Entry process follows a step-by-step sequence and will vary depending on the component(s) or package that you are ordering. For example, if your package does not include an employment verification report, you will not be required to enter the subject's present and past employment information during the Order Entry process.

Components

Component Descriptions

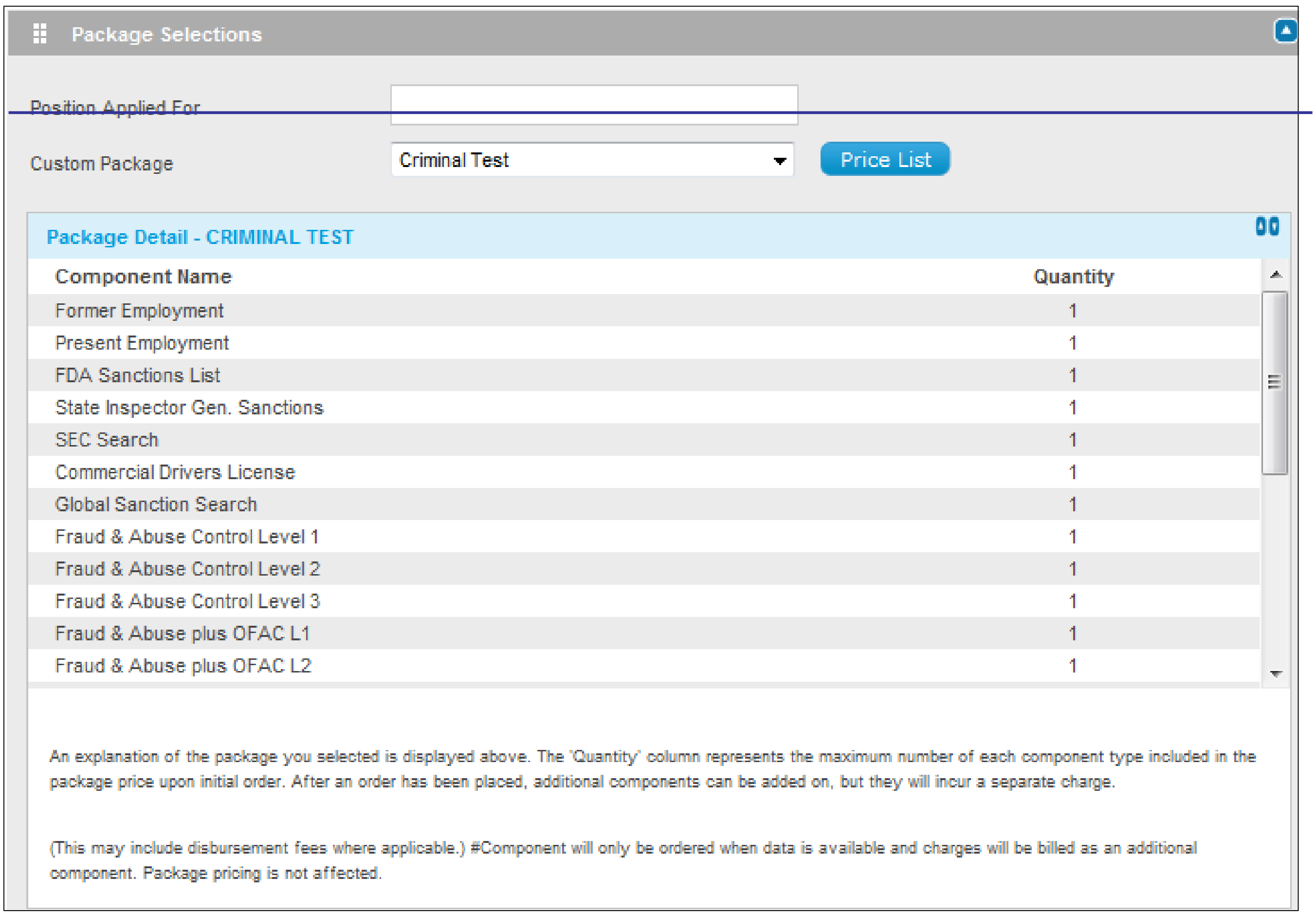
The below figure illustrates common Additional Search Types available in Enterprise Advantage. Please note that the search types available for you to order may vary depending on your account preferences. The Price details of the specific types that are available to order for your account can be viewed by clicking on the Details tab from the Order screen.



Packages

Package Details

Packages in Enterprise Advantage provide you with a convenient selection of multiple component combinations. Depending on your account settings, you may have the ability to add individual components to your package before your order is submitted. Enterprise Advantage package details can be viewed by selecting the package from the **Custom Package** drop-down. The **Package Detail** window is displayed at the bottom. The Package Detail window will include the components included in the package, as well as the quantity of each component. Please note that due to your account preferences, not all packages may be available for you to order through Enterprise Advantage.



Creating Your Order

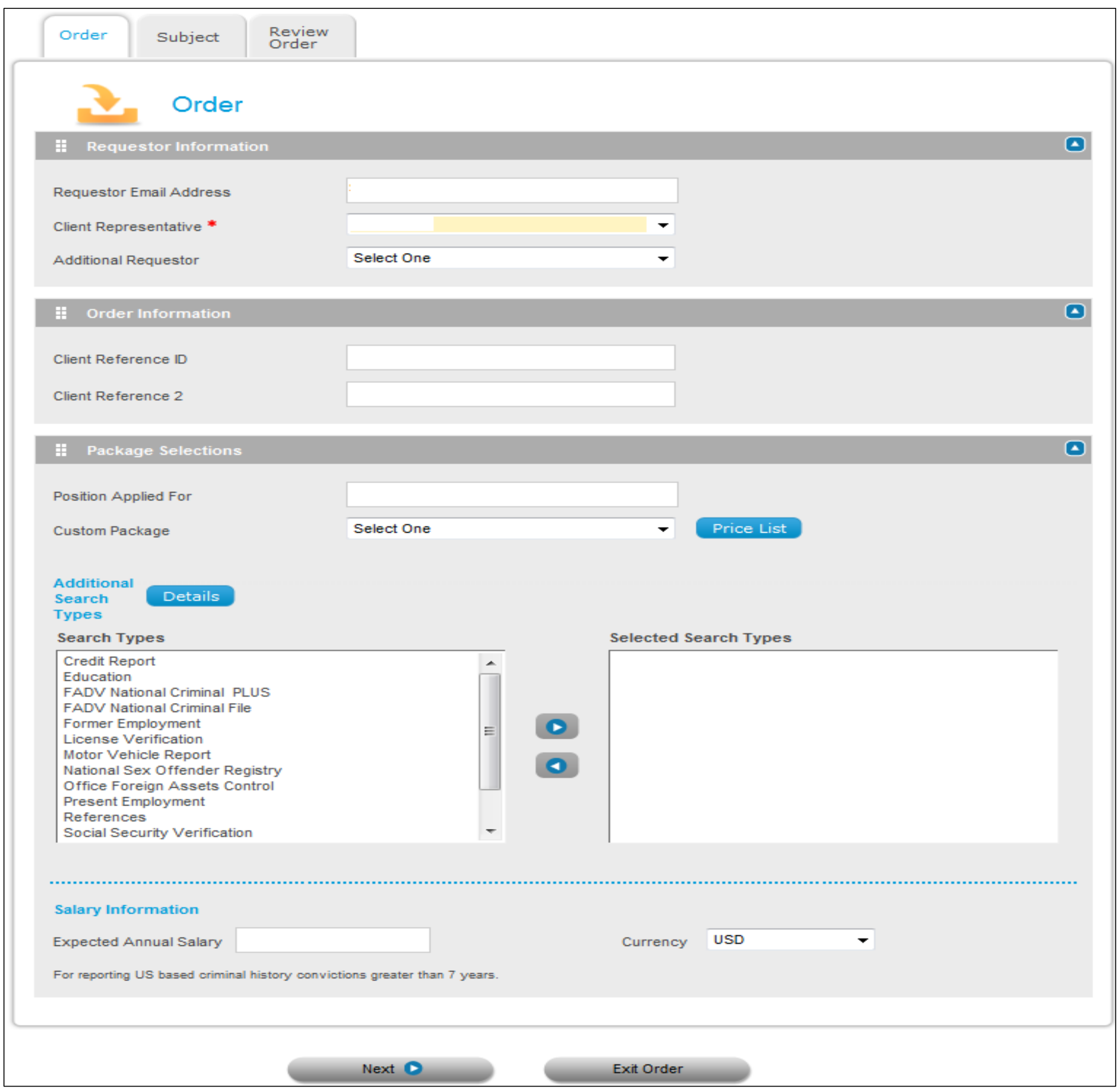
Getting Started

To begin the Order Entry process, click on the New Order menu tab from the Employment Screening navigation menu in the left side of the page. Select Order from the additional options displayed.

Auto Save Order

Enterprise Advantage will automatically save your order every five minutes, as well as when you progress through the tabs. When an order is saved, a message will be displayed at the bottom of the screen indicating that the order was saved, as well as the date and time it was last saved. The following data requirements must be met for the system to auto save.

- The **Order** page must be complete.
- The required **Subject** information must be complete and validated based on account setup. Ex. First and Last Name are always required but DOB may be required when ordering certain components



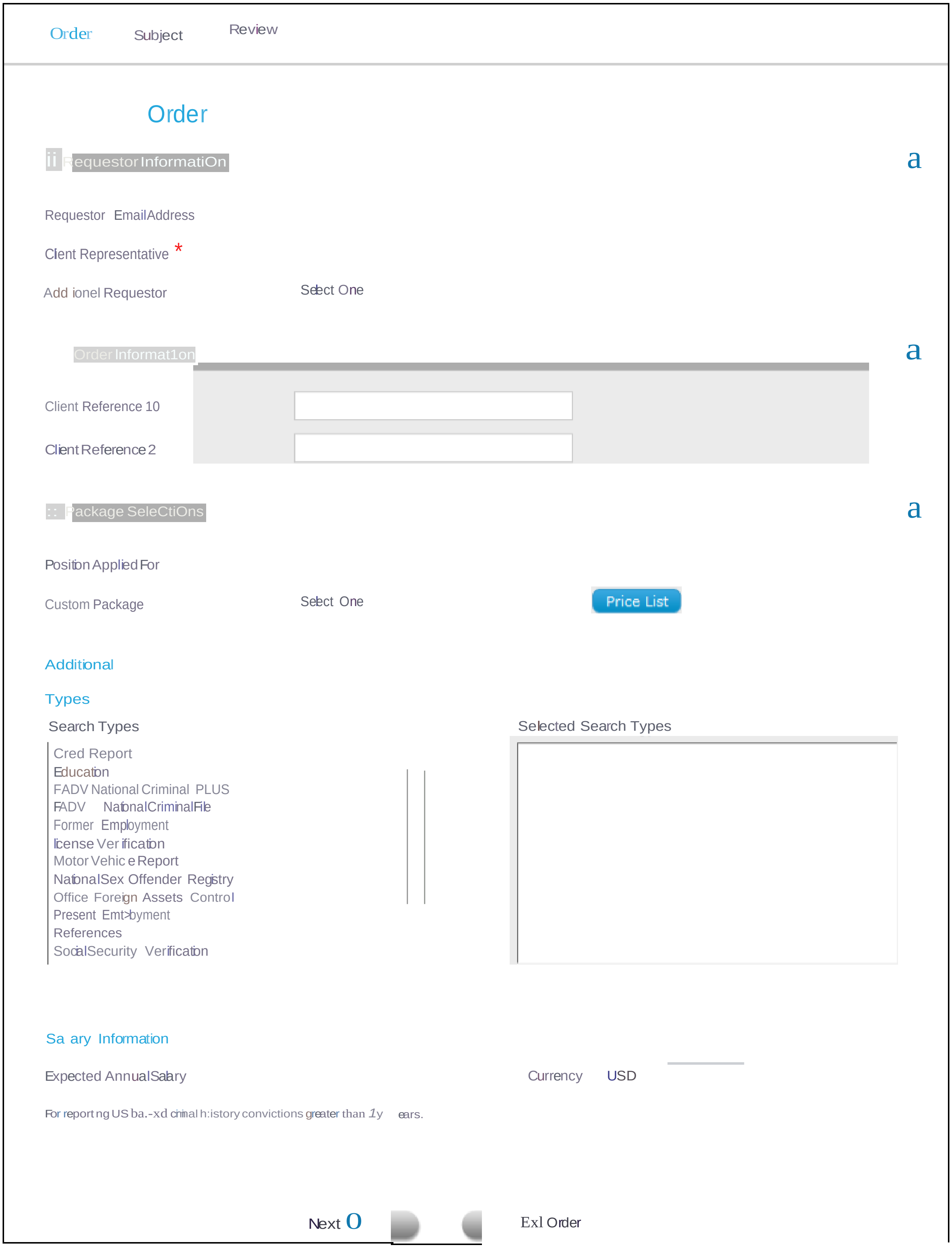
Selecting Your Order Preference

There are a variety of order options to choose from in Employment Screening, allowing you to order both individual components and defined packages.

- An individual component is a single search component.
- A defined package is one that is developed specifically for your company. Follow the steps below to start your order.

Step	Action
1	(Optional) Type your **Client Reference ID** in the **Client Reference ID** field. The information entered into the client reference fields are tied to the order and passed through to the billing detail. This information is commonly used to sort or group orders by the information entered. **Tip:** The **Client Reference 2** field is used to assist you in identifying your order.
2	(Optional) Type your **Client Reference 2**. **Tip:** The **Client Reference 2** field is used for additional data to assist you in identifying your order. For example, you may want to type a position code in this field.
3	(Optional) Type the **Position Applied For**. Type specific text to search for an applicant based on positions available. Or use the drop-down list of available positions that have been setup for your specific account. Three options are available: Free form text field, which captures data, entered to identify the position. Position Applied For dropdown list – list is approved by customer. Position Applied For dropdown list with package mapping. **Note:** Depending on your account setup, you may be required to select **Position Applied For** in order to display packages. Additionally, your account may only display a list of packages that have been mapped to the position selected
4	Select a package. **Note:** Packages created by the user, are user specific
5	Once the package has been set, add on components may be available for you to select in the Individual Components and Prices section
6	Provide the Expected salary figures in USD

7	Click Next to begin entering subject information


Order
Subject
Review
Order
Requestor InformatiOn
Requestor EmailAddress
Client Representative *
Add ionel Requestor
Select One
Order Informat1on
Client Reference 10
Client Reference 2
Package SeleCtiOns
Position Applied For
Custom Package
Select One
Price List
Additional
Types
Search Types
Cred Report
Education
FADV National Criminal PLUS
FADV NationalCriminalFile
Former Employment
license Verification
Motor Vehic e Report
NationalSex Offender Registry
Office Foreign Assets Control
Present Emt>byment
References
SocialSecurity Verification
Selected Search Types
Sa ary Information
Expected AnnualSalary
Currency USD
For report ng US ba.-xd crimal h:istory convictions greater than 1y ears.
Next
Exl Order

Client Reference ID

Note: The **Client Reference ID** can either be an optional free form text field, or it can be set to be a required field with a specific format.

If the Client Reference ID value is 'LIST', the field will show a drop-down list. If the format is not 'LIST' and is a single format, the format will appear next to the reference field.

The acceptable formats are: 999-9999
AAA-999 AA/AA 9999 99AA-999AAA MM/DD/YYYY LIST

Client Representative Field

The **Client Representative** Field will be pre-filled with the logged in user's User ID. This field can be displayed in two ways:

- List
- Text Pattern

The label for client reference id and the format for each entry field are customizable.

Additional Requestor

The Additional Requestor field can be used if you want another person to receive the completed report notifications.

Exit Order

The **Exit Order** button is used to leave order entry. After clicking **Exit Order,** you will be prompted with a dialog box asking if you would like to save your changes.

- If **Yes** is selected, you will see a notification that the order has been saved.
  You will then be returned to the **Order** tab of Order Entry.
- If **No** is selected, the order will be cancelled and you will be returned to the Order Entry screen. If the order you are editing is a previously created draft order no changes made after the last system auto save or user initiated save will be retained.
- If **Cancel** is selected, the dialog box will close and you may resume entering the order. All data previously entered will remain.

Data Entry

General Concepts

Use the **Subject Information** tab to enter in the subject's personal information, current address, Admitted Hits, and Case Special Instructions.

Note: The fields in red are required and must be completed before you can continue with your order.

Admitted Charges

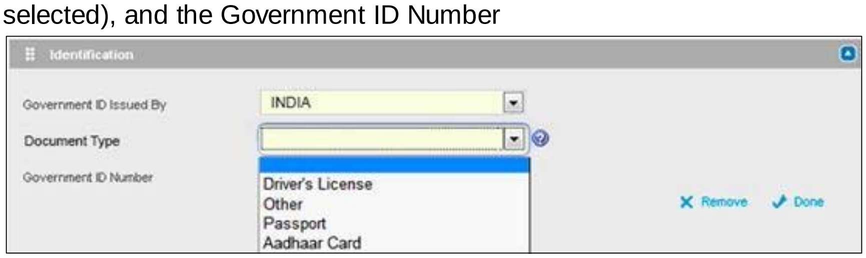
The Admitted Charges section is an optional free-form text field that can be used to enter in any admitted offenses by the subject. A date and location must be included for the information to be considered relevant.

Order Instructions

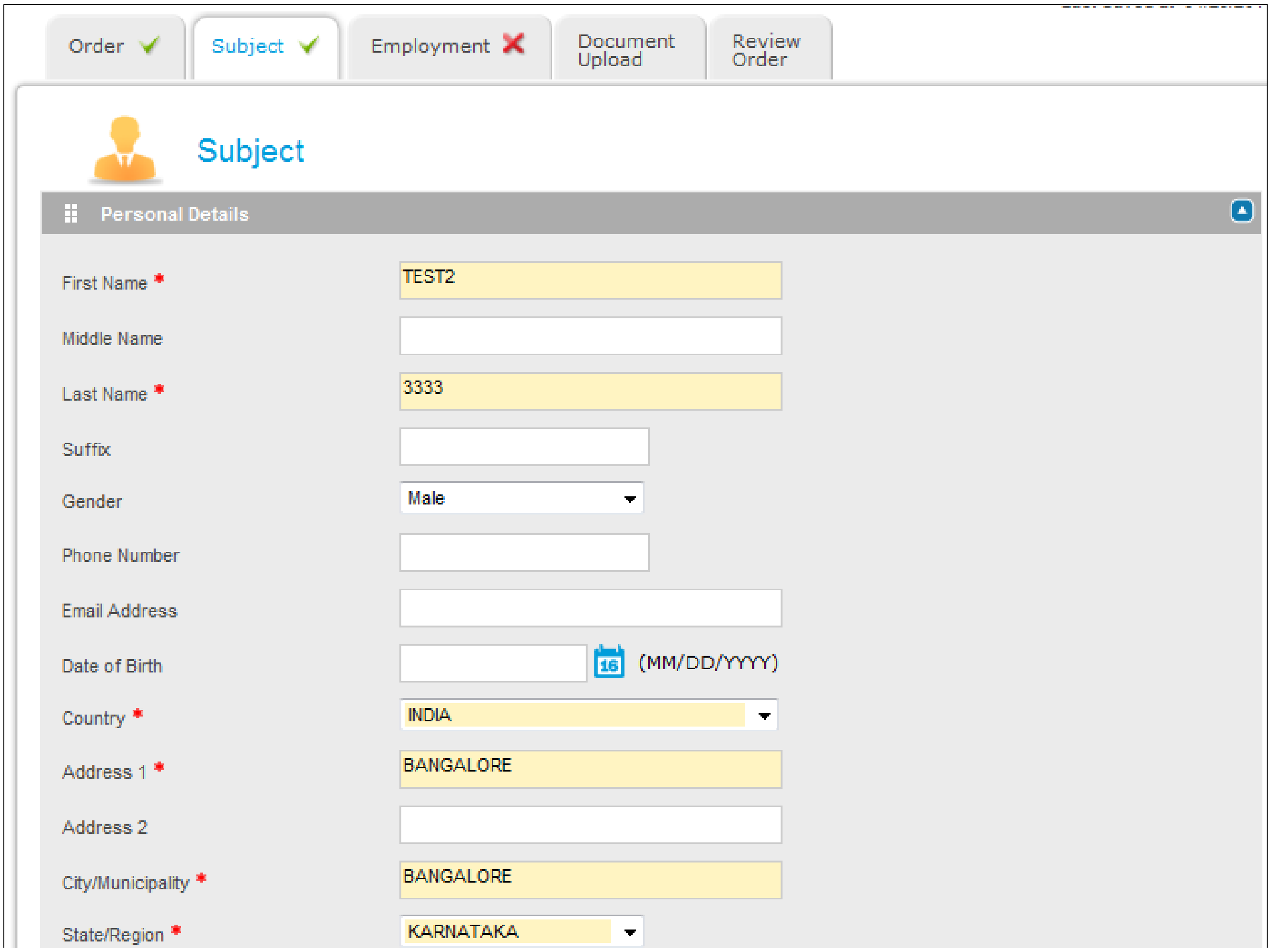
The Order Instructions field is an optional free-form text field that can be used to enter in any additional subject information that may assist First Advantage's Employment Services in processing the report.

Additional Names Section

The **Additional Names** field populates when selected **YES,** this can be used to enter an additional name for the subject, such as a maiden name or alias.
If your account is setup with the preference to use this field, you may use the other name(s) for criminal searches with one exception. The other name will not be used if you are ordering a First Advantage® National Criminal File report.
Follow the steps below to complete the **Subject Information** tab.

Step	Action
1	(Required) Enter the subject's personal details and current address. Note: The city, state, and zip code are validated against each other.
2	(Required) Enter the Global Identification by selecting the Country issued by, Document Type (This is dynamic and will differ based on the country selected), and the Government ID Number 
3	(Optional) Enter the Charge, Type, and Description of any Admitted Charges declared by the subject
4	(Optional) Enter possible information to assist in processing your order.

5	(Optional) Enter Additional Names, if any Tip: If you have more than one alias, click the Add Another icon to add
6	(Optional) Enter any previous addresses. Tip: If you have more than one address, click the Add Another icon to add
7	Click Next to continue in the order entry process



Explicitly Save Order

Clicking the Save Order button at any point during order entry will save your order if the minimum data requirement fields have been completed. The minimum data fields are:

- The Order tab must be complete.
- The required Subject information must be complete and validated based on your account setup.

Entering Education Information

General Concepts

Note: The **Education** screen is conditional and will only appear if you are ordering an Education Background Report.

Use the **Education** screen to enter details about the subject's education experience. Fields indicated in red are required and must be completed before you can continue with your order.

If you are ordering a package that includes multiple education institutions, you have the opportunity to add additional institutions to the search.

Follow the steps below to complete the **Education Institution** screen.

Step	Action
1	(Required) Enter the appropriate information in the required fields. Note: Additional information provided will increase the accuracy of the results.
2	(Optional) Click the **Add Another** button to enter information about an additional institution. Click on the delete button to remove an entry.
3	Use the tabs across the top or the **<<Prev or Next>>** buttons to navigate through screens.

Entering Employment Information

General Concepts

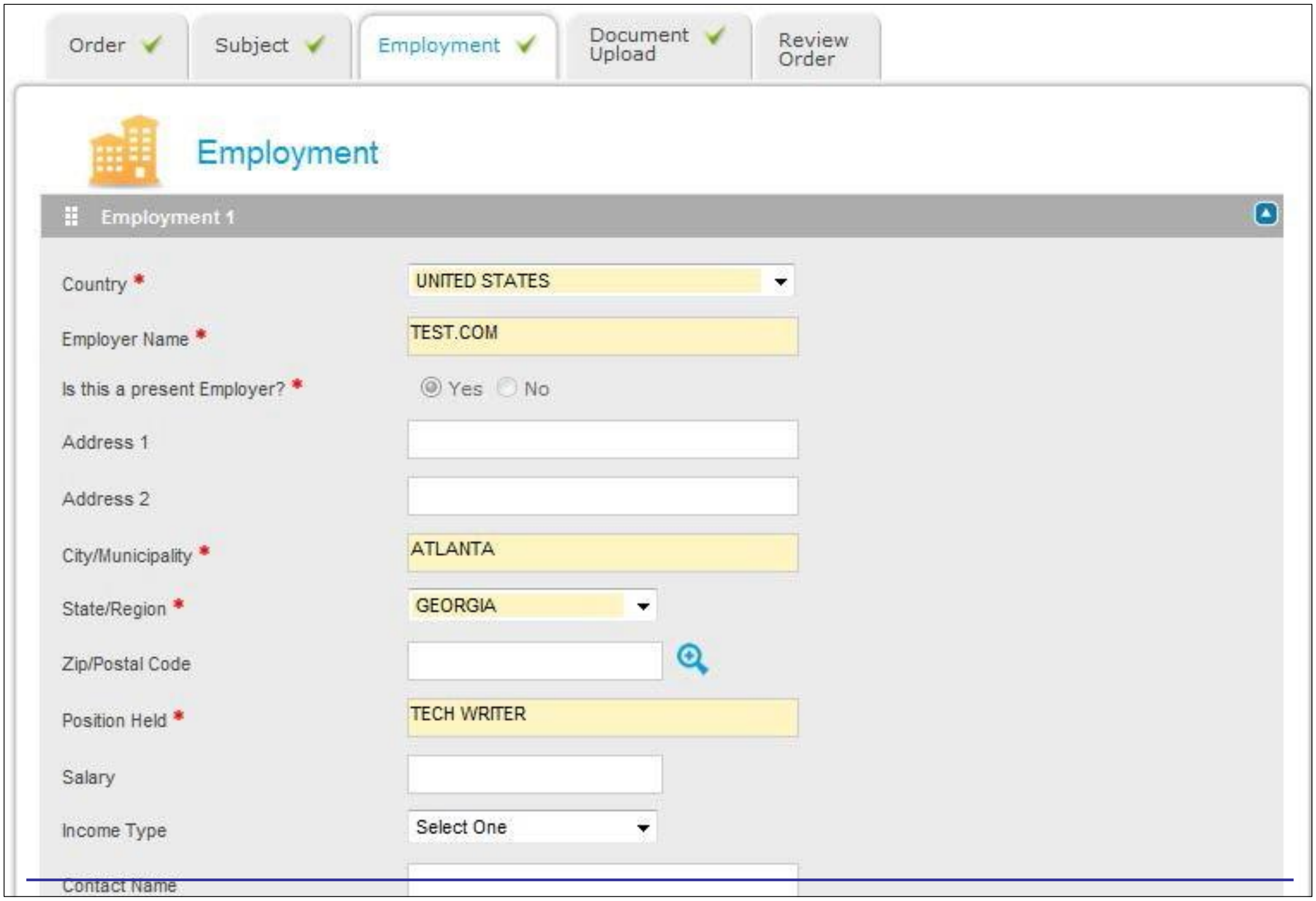
Note: The **Employment** screen is conditional and will only appear if you are ordering a Current or Previous Employment Report.

Use the **Employment** screen to enter details about the subject's present and former employment experience. Fields indicated in red are required and must be completed before you can continue with your order.

If you are ordering a package that includes multiple former employment reports, you have the opportunity to add additional employers to the search.

Follow the steps below to complete the Employment Information screen.

Step	Action
1	(Required) Enter the subject's current employment information. Note: Do not enter present employer information unless the subject has granted you permission to contact his/her current employer
2	(Optional) Click the **Present Employer** selection box if applicable
3	(Optional) Click **Add Another** to add multiple dates or locations associated to your employment entry
4	(Optional) Click **Add Another** to enter information about an additional previous or former employer.



Additional Dates, Locations, and Positions

The **Add Another** buttons are available for both the Employment and Education verification process. You should use these buttons to submit or remove additional dates or locations associated to the entry. For example, if the subject worked for an employer with a lapse in time, you could enter the additional employment date range by clicking the **Add Another** button.

Use the date fields to enter the additional employment date ranges and the location fields to enter multiple locations or additional positions held.

Entering Motor Vehicle Report Information

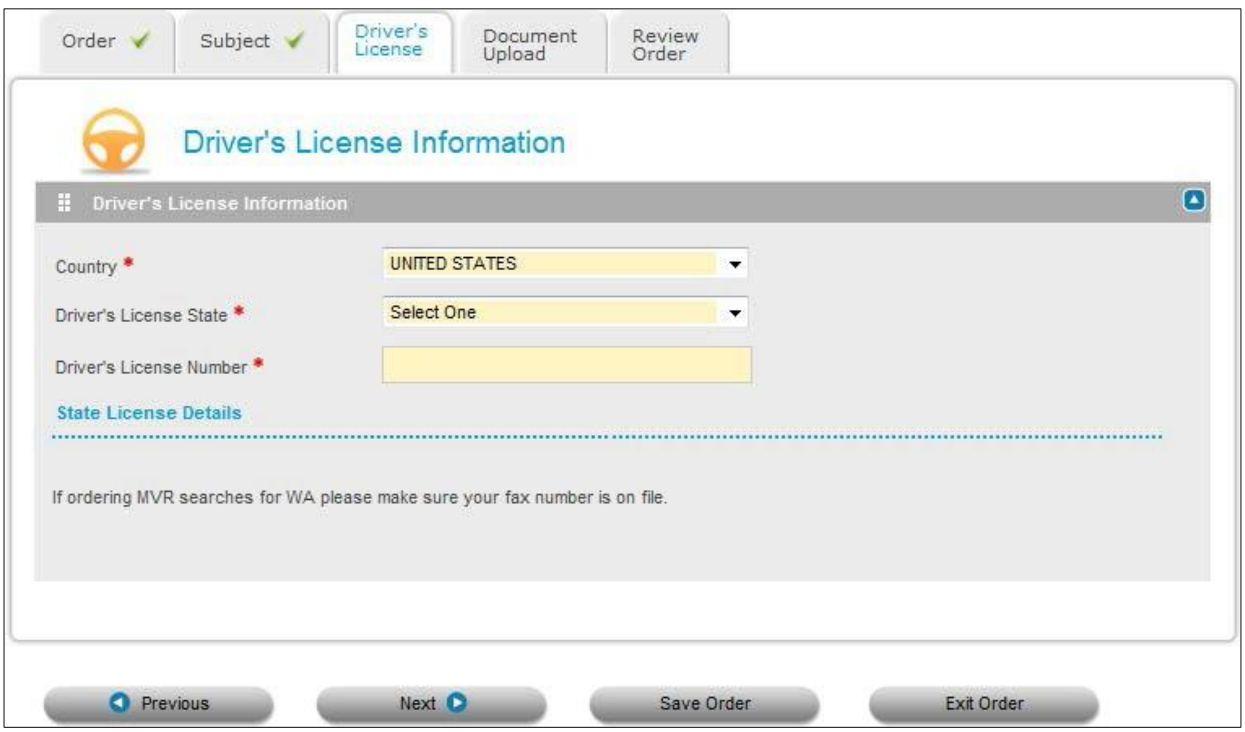
General Concepts

Note: The MVR screen is conditional and will only appear if you are ordering a Motor Vehicle Report.

Use the **MVR** screen to enter the subject's driver's license information. Fields indicated in red are required and must be completed before you can continue with your order.

Follow the steps below to complete the Driver's License Information screen.

Step	Action
1	Enter all required fields in red. **Note:** Once the state has been selected, the required format for the selected state will display below the fields.



Using the Public Records Grid

General Concepts

The Records screen is a conditional screen that appears only if you have selected a package that includes a criminal background search along with a social security verification search.

All address information provided by the applicant and used in the data entry process is populated on the grid. Additionally, if the Social Security Number Verification (SSNV) component is included in the order, addresses returned in the verification are also populated on the grid. The "Source" of the address is listed below address: *Applicant Provided* or *Developed by SSNV*.

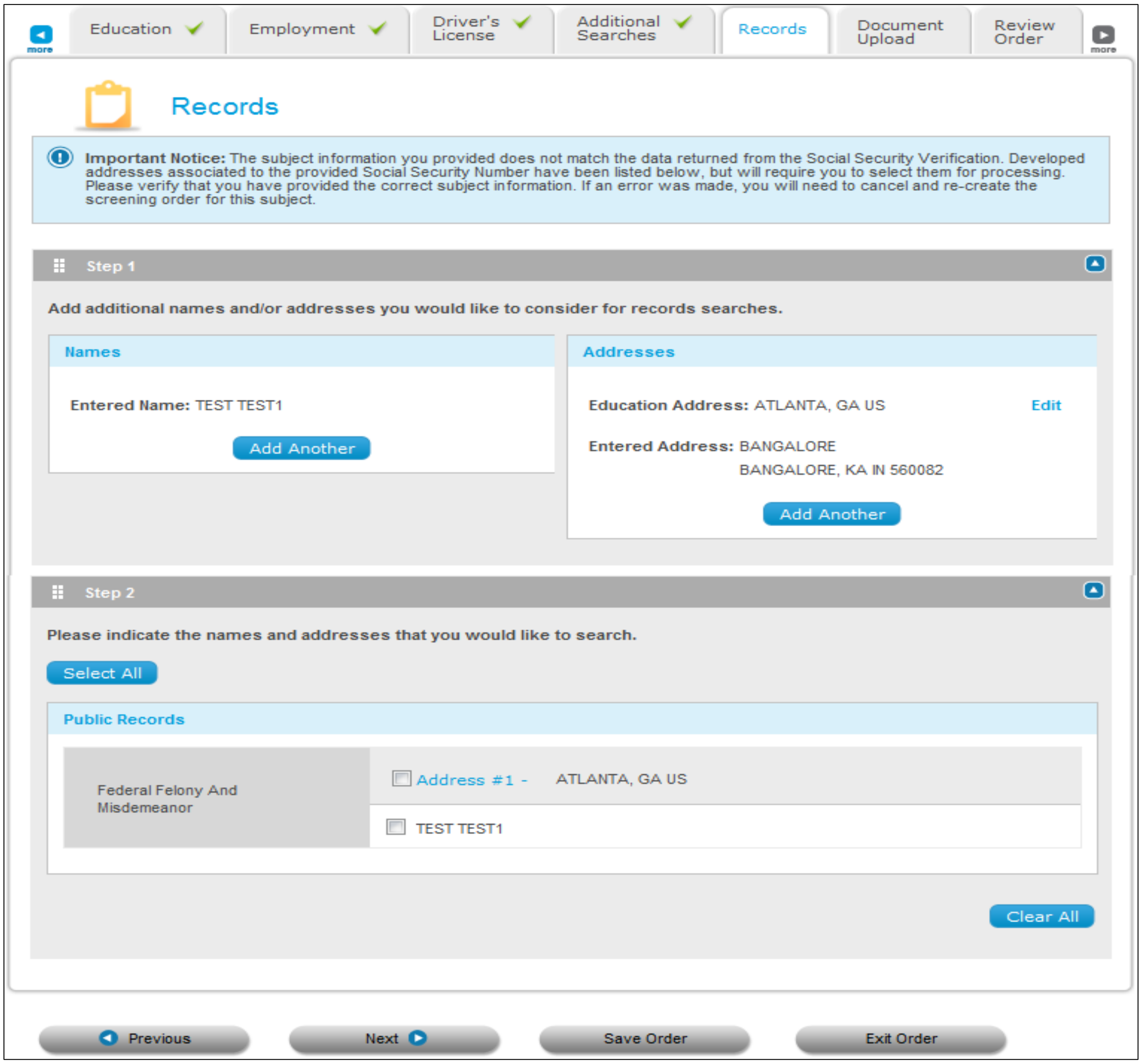
The addresses populated in the grid are associated with the Social Security number you provided. The cities shown in bold are the locations associated with the corresponding name in the first column. This allows you to run a criminal background check in other locations where the subject has resided. By default, each location is selected to be included in the search.

Note: If you select more location/name combinations than your package allows, there will be an additional charge.

Adding Criminal Searches

Follow the steps below to add a criminal background search for one of the possible name/location combinations found in the grid.

Step	Action
1	Review the addresses developed during the order entry process.
2	(Optional) Enter any additional address locations to add to your existing location. Click on the **Add Another** button.
3	(Optional) Click on **Add Another** button to add the location to the record search.
4	(Optional) Exclude a location from the Criminal search by clicking the check box to the left of the address to remove the check mark.
5	Click **Select All** to add all locations to the Criminal Background search. Click **Clear All** to remove all locations from the Criminal Background search.



Customized Public Record Selection Grid

The Public Record Selection currently has several customizable features. Contact your account representative for additional assistance.

The customizable features include:

- Limit Number of Public Records Ordered
- Pre-selection of Other Names on the grid
- Pre-selection of Developed Addresses on the grid

Limit Number of Public Records Ordered

The Limit Number of Public Records Ordered feature allows you to lock the Public Record Selection grid to limit the number of name/address combinations that can be selected.

With this option, you are prohibited from selecting combinations of names and addresses that exceed their corporate designated amount. An error message displays if a user attempts to order name/address combinations greater than the set amount.

Note: Your account can also be set-up with privileges to override the limit set for the Public Records grid.

Adding Attachments

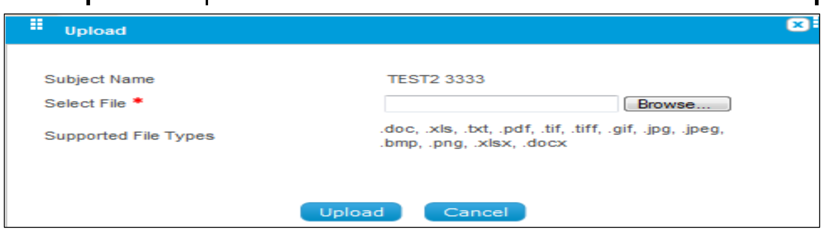
General Concepts

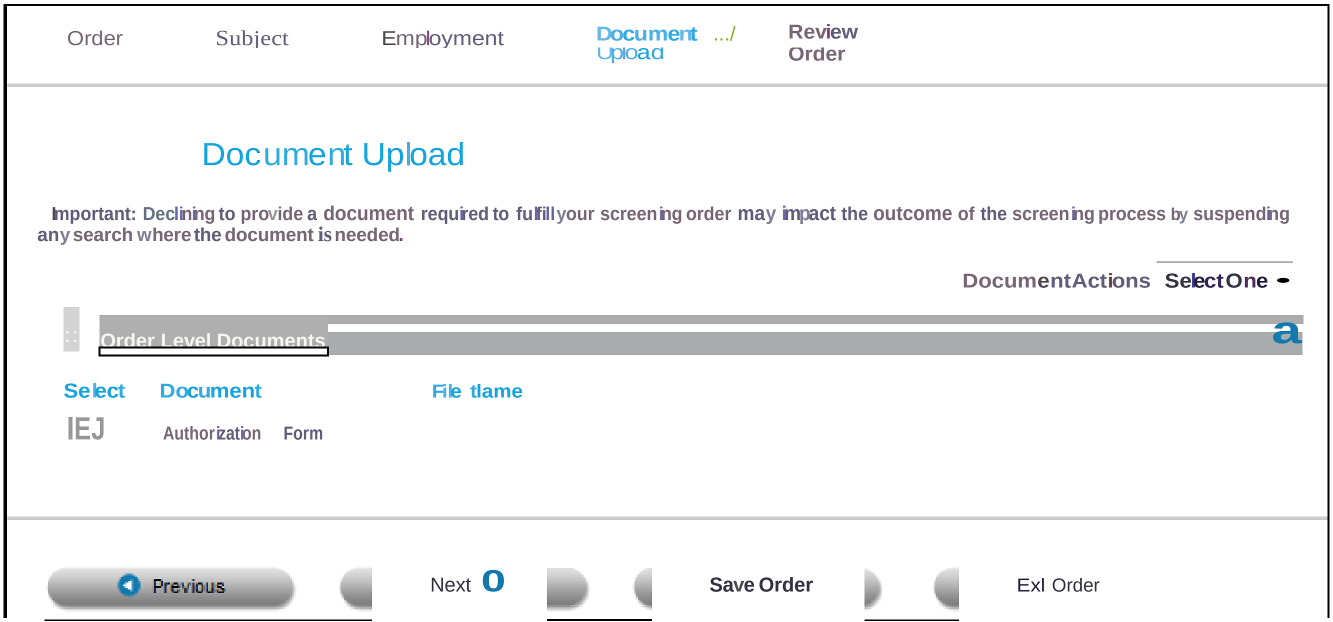
The **Documents Upload** tab in Enterprise Advantage will show required and/or optional documents for the background screening products ordered. Whether a document is required or optional for a search depends on the rules loaded into Enterprise Advantage's *Validation Engine.*

Note: Attaching a consent form to the application will disable Online signature for that package.

Using the Upload Window

Follow the steps below to attach all required documents at both the Case and Component/Element levels.

Step	Action
1	Click **Document Upload** to open the upload window.
2	Select **Upload** from the **Document Actions** drop-down.
3	Click **Upload** to upload the file or **Cancel** to return to the **Document Upload** tab. 


Order
Subject
Employment
Document Upload
Review Order
Document Upload
Important: Declining to provide a document required to fulfill your screening order may impact the outcome of the screening process by suspending any search where the document is needed.
DocumentActions
SelectOne
Order Level Documents
Select
Document
File tlame
Authorization Form
Previous
Next
Save Order
Exl Order

Reviewing Your Order Summary

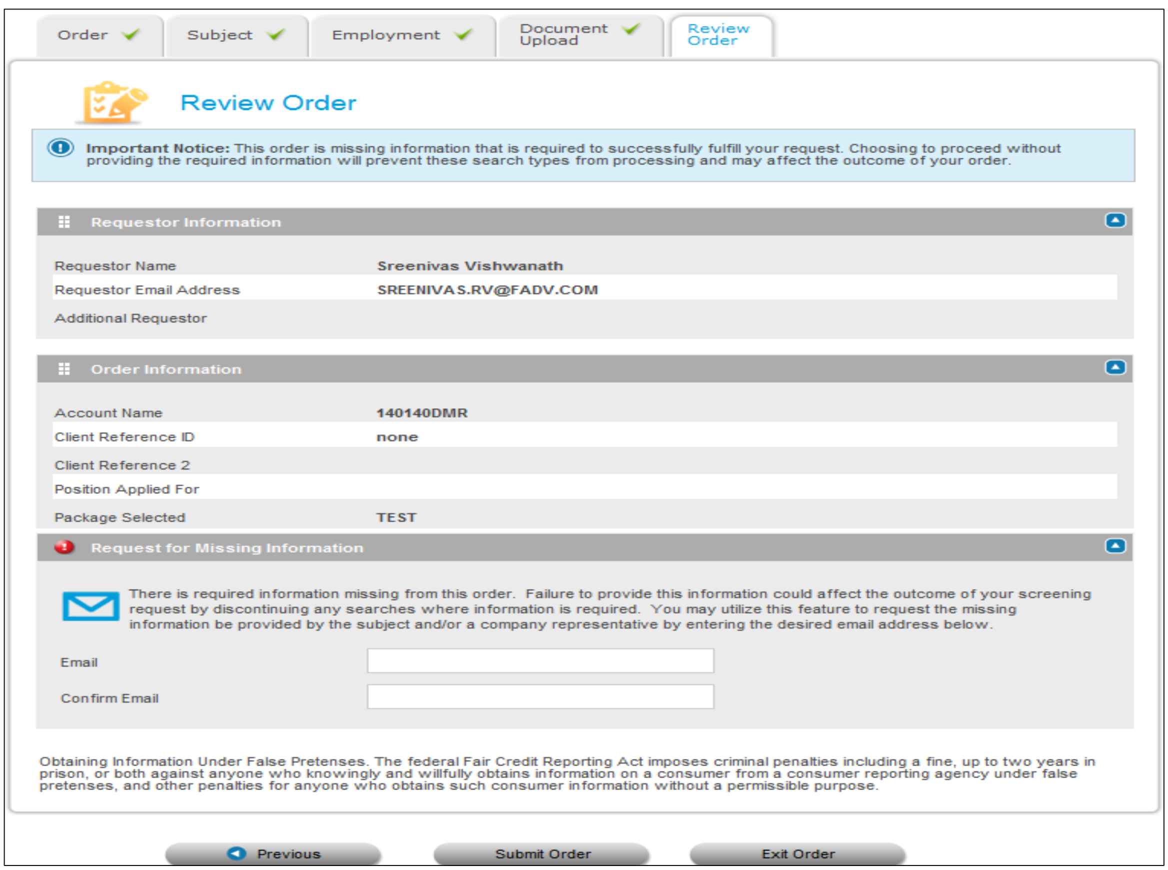
General Concepts

The **Review Order** screen allows you to review your order information before submitting the order

Submitting Your Order

Follow the steps below to submit your order for processing

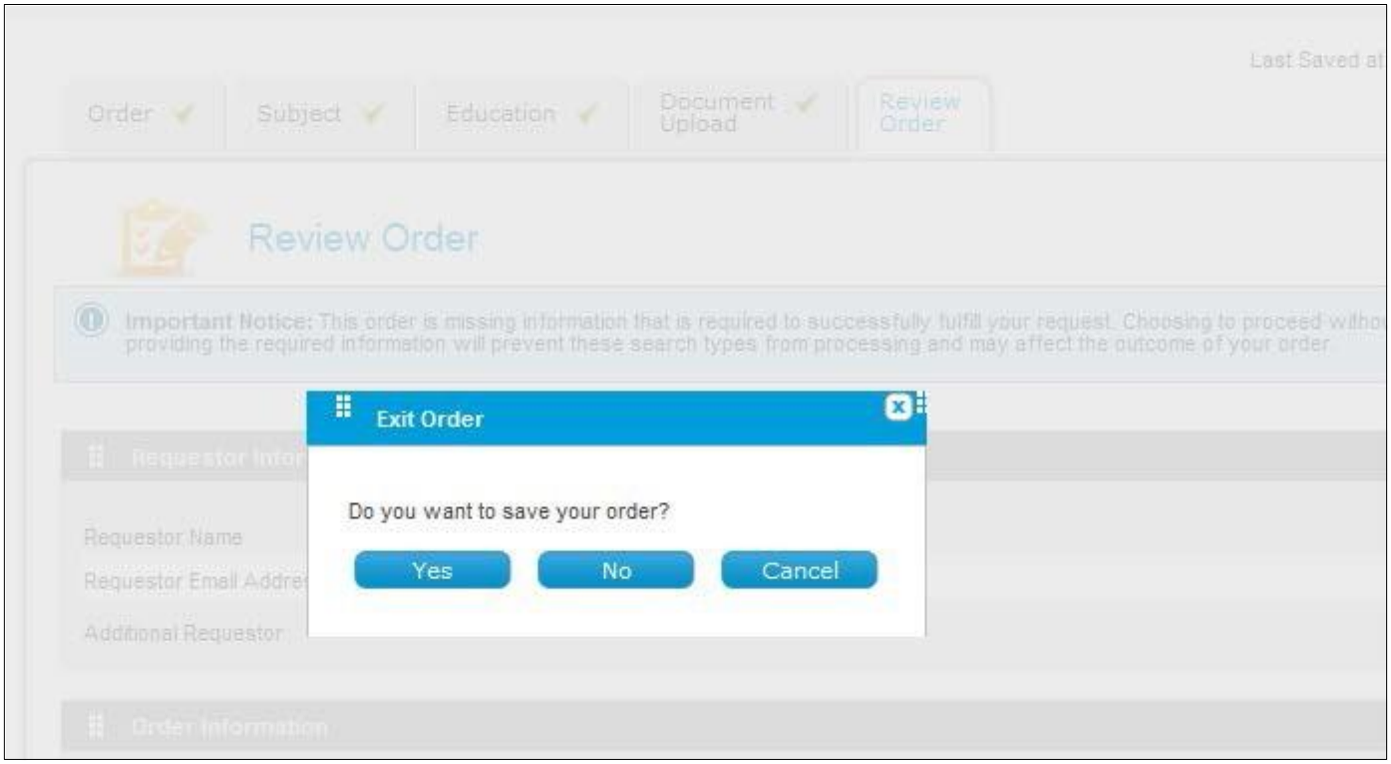
Step	Action
1	Review each section of the **Order Summary** screen to determine if all the subject information is accurate and correct.
2	Use the **Edit** buttons to edit any information that is incorrect or to include additional information.
3	If you are satisfied with your order, click **Submit** to continue to the Checkout screen.



Canceling Order Requests

If you wish to cancel the order, click **Exit Order**.

If you cancel your order and the Social Security Number Verification component was already completed for the criminal background search your account will be charged for this individual component. You will be notified of this charge by the screen below.



Reviewing and Submitting Your Order

General Concepts

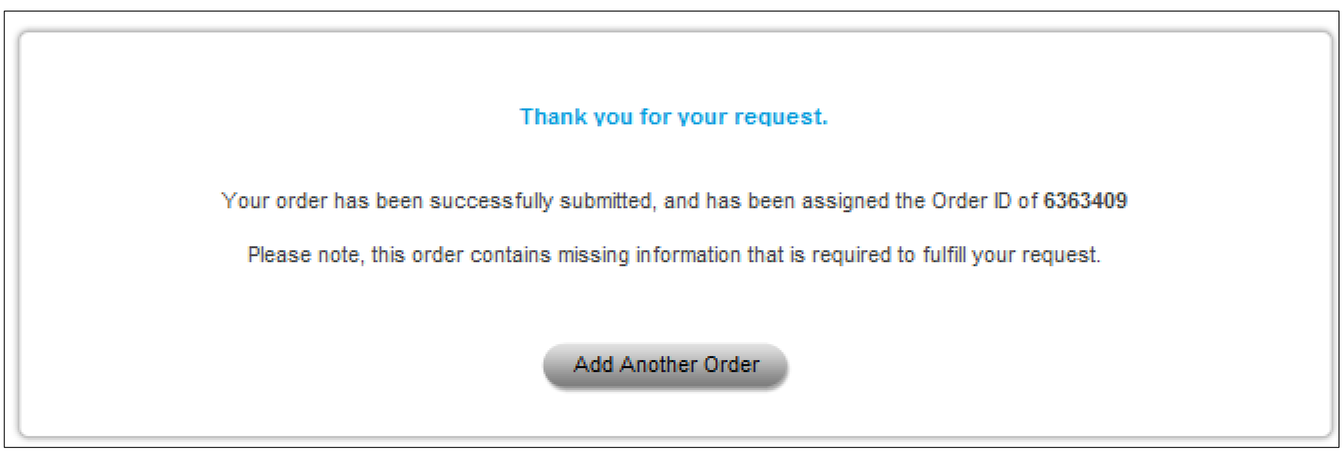
The **Checkout** screen allows you to review your order information before submitting the order.

NOTE: The **Checkout** screen is an optional feature. Please contact Customer Support for additional information.

Submitting Your Order

Follow the steps below to submit your order for processing

Step	Action
1	Review each section of the **Order Summary** screen to determine if all the subject information is accurate and correct.
2	Use the Previous button to return to the Summary screen if any changes must be made to the order.
3	If you are satisfied with your order, click **Submit Order** to send the order to First Advantage® for processing. **Note:** The Under Construction process allows the requestor to submit an order without all required information. The order automatically goes “under construction.” The requestor will see that order in order viewing. Please note that the order is on hold and will not start the background screening process until the required information is provided. When the requestor views the order in order detail screen, there will be an edit button that displays next to each item that is under construction and the recruited can add the missing information.



Duplicate Order Checking

General Concepts

Depending on your account settings, Enterprise Advantage can automatically check for duplicated orders prior to the case being submitted. This reduces the total number of deferred items based on duplications. The duplicate checking logic considers the order a duplicate if there is a subject match based on subject information.

If there is already another order in the system for the subject under the same account number, this screen will notify you before you submit your order. You have the option to ignore the duplicate warning and submit your order with the duplicate included or to delete the duplicate order. Click **Cancel** to delete the duplicate order.

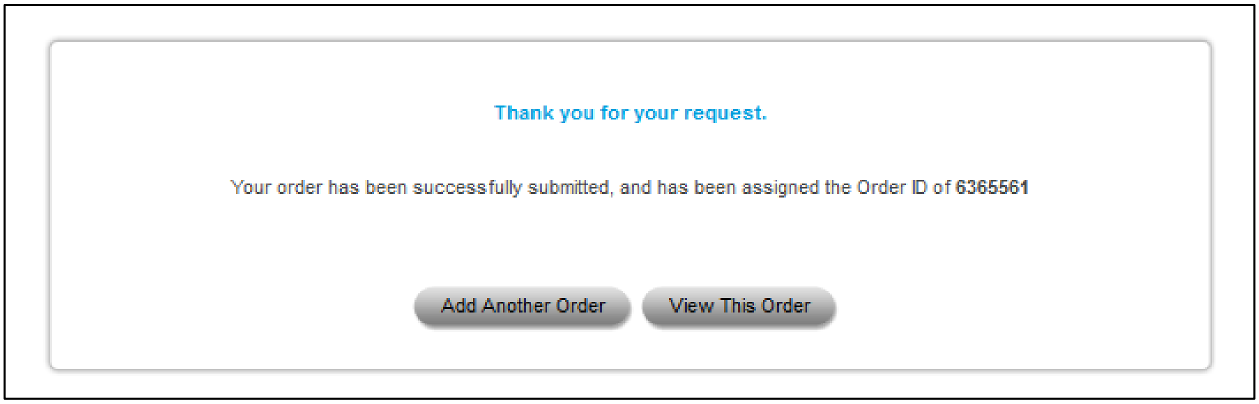
Leave in Deferred

Click Leave In Deferred to mark the status of the duplicate order as “Deferred” on the Order Results screen.

Receiving Confirmation

General Concepts

Submitting your order will launch a confirmation page that displays an Order ID number. This number will be used to reference your order. From this screen, you have the option to add another order or to view your existing order. The **Add Another Order** option will initiate the Order Entry process from the beginning so that you may order for another subject. The **View This Order** option will launch the Order Viewing process.



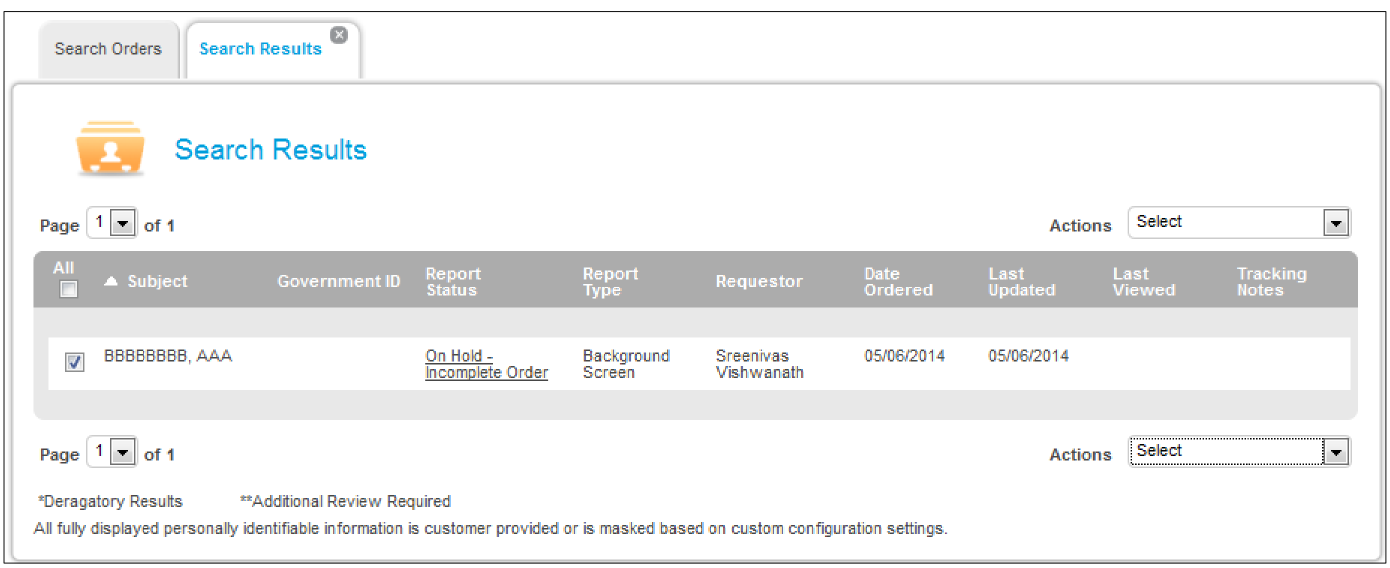
Search Orders

Overview

The Search Orders is a notification process which reminds Enterprise Advantage customers to rerun a background check on an applicant with a report that is about to expire. Notifications can be set to rescreen the applicant at a time frame specified by the customer in days, months, or years. Once a month, an email will be sent to all of the contacts on the account with a list of applicants that will expire. Applicants that must be rescreened will remain on the rescreen list for a time frame specified by the customer in days, months, or years. There are icons to remove an employee from the list permanently or just for this cycle. When an applicant has been rescreened, they will automatically be removed from the list.

NOTE: The Rescreen Manager is an optional feature. Please contact Customer Support for additional information.

Step	Action
1	Select **Search Orders** from the Navigation menu
2	In the **Search Subject** section, type in the name of the applicant that you will order the report for
3	Select the applicant from the search results
4	The Order Entry screen will open with all fields pre-populated with the information entered when the report was last ordered
5	Review the pre-populated fields and update any information that may have changed since the last report before completing the order



View Order Results

Overview

Enterprise Advantage provides tab-based order viewing navigation so you may quickly toggle between the search options, result, and order details. If you are not satisfied with the search results returned, you may click the Search tab to review and/or refine the search criteria.

First Advantage® Order Viewing capabilities allow you to search for submitted orders by filtering the Order Information, Subject Information, and Report Status. You may also perform an advanced search by selecting specific results options. The Order Viewing procedure may vary depending on the Enterprise Advantage settings for your account.

This chapter discusses the views and report for Enterprise Advantage, the filtering criteria available to assist you in searching for your results, actions presented from the **Order Detail** screen, and how to read your reports.

Enterprise Advantage Filtering Option

General Concepts

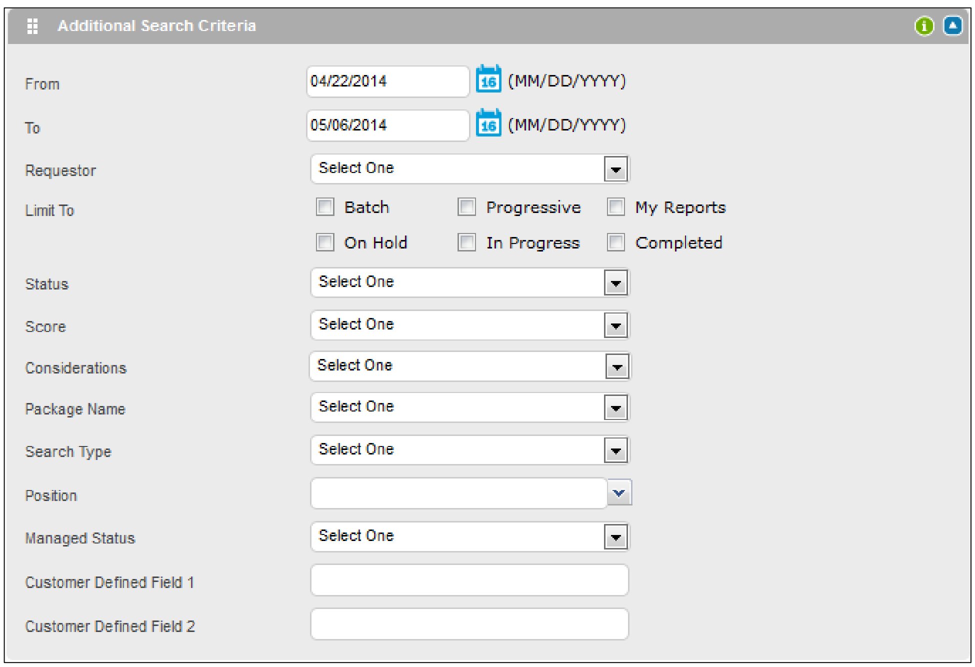
Enterprise Advantage launches the **Search Orders** screen when **Search Orders** is selected from the Navigation menu. The **Search Orders** screen allows you to enter and select multiple criteria to filter for specific reports to view or print.

When viewing the **Search Results** tab, you can click on the **Search Orders** tab to review the original criteria retained and/or further refine the search criteria.

Enhanced options to search results include the ability to search by component status (including Decisional components), position, progressive orders only, and batch orders only.

Step	Action
1	The **Order ID** is the confirmation number you receive once an order has been submitted. (Optional) Select **Order Viewing**. Type the Order ID number in the **Order ID** field. **Note:** The % symbol can be used as a wildcard in the client reference, position, requestor, SSN, and subject's last name fields.
2	The **Client Reference ID** is an optional field from the **Order Entry** screen. This field is used to identify reports so that you can sort or filter reports with ease. **Note:** This may be customized depending on your account setup.
3	Enter the date range in the **Date From** and **Date To** fields to view reports for a specific period. **Note:** The default date range will be for the past two weeks. (Optional) Input the **Date From** and **Date To**. The Search Result defaults to orders submitted in the last 14 days. However, you may request a search that goes back further by changing the date range. You will be limited to a 90-day date range, except when using additional filter criteria. If only one date field is used (Date From or Date To), the search will be defaulted to 90 days. **Note:** You must use last name when filtering by first name.

Step	Action
4	The **Managed Status** drop down allows results to be filtered by a user specified consent status.
5	**Package Name** includes those custom packages that have been setup via Administration.
6	(Optional) **Progressive Orders** – click the checkbox to filter results based on cases setup for progressive ordering. This option is only displayed if your account has packages setup for progressive ordering. (Optional) **Batch Orders** – click the checkbox to filter results based on cases submitted via the batch ordering method. This option is only displayed if you are set up for batch ordering and have proper security rights to view reports.



Power Search Selection

If you have the proper access privileges, there will be a link provided to open the Power Search Selection Table so that you can jump between accounts within the hierarchy without going back to homepage.

Click on the arrow next to the field to access the Power Search window.

Once the account within the Power Search has been selected, **Search** will be bolded and the account will be displayed in the **Search Results** field.

Additional Search Options

There are additional search options for you to use when narrowing down your search.

Step	Action
1	**Case Result** allows you to make a selection to return case results based on the selected case status result. The drop-down list box will contain the following values: Decisional, Eligible, Ineligible, Preliminary, Retain in Place, and Supplemented.
2	**Component Status** tab allows you to filter results by whether a search is Completed, Processing, Deferred, Delayed, or Constructing.
3	**Position Applied For** – if the position field is used during Order Entry, you may search for applicants based on positions available or make a selection from a drop-down list of available positions that have been setup. **Tip:** The % symbol can be used as a wildcard.
4	**Subject Options** allows you to type specific text in field to search for applicants based on their first or last name, SSN, and/or State. **Tip:** The % symbol can be used as a wildcard.
5	**Considerations** allows the user to sort through search results based on the following Flag Status – Red indicating Yes, Yellow indicating Indeterminate, Green indicating No Sort by – Last Name, Last Updated, Date Ordered, Requestor, Order Status, SSN, and Order ID

Step	Action
6	**Quick Links** provides the ability to access the background results based on the following quick links from the Search Options page. Unviewed Completed w/Alerts – when selected, shall return all completed background searches with red or yellow status flags that have not been viewed. Unviewed Completed – when selected shall return all completed background searches that have not been viewed. In Progress – when selected, shall return background searches that have not been completed. Deferred Awaiting Further Input – when selected, shall return background searches that have been rejected and requires additional information before the search can be conducted. Incomplete – when selected, shall return background searches where additional information is needed or more time is required to complete this request. On Hold Orders – When selected, returns cases that were submitted via XML without a valid SSN.

Order Viewing

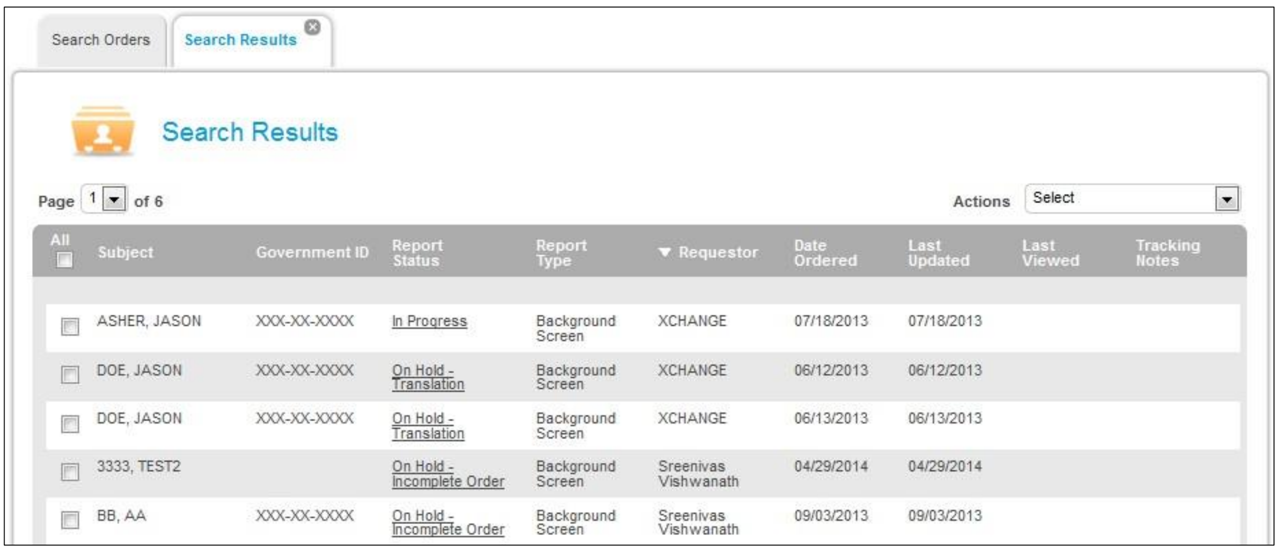
General Concepts

First Advantage® Order Viewing features are supported by a tab-based viewing interface separating three viewing functions: **Search Orders**, **Search Results,** and **Profile Viewing**. The **Search Results** function allows you to quickly review case order statuses returned from your search.

Using Search Results

The **Search Results** screen allows you to specify the report(s) and action intended for the selected report(s). It displays the Subject's name, Requestor's name, Applicant's SSN, Report type, Search status, Viewing/Ordering history, and Tracking Notes.

Note: You can click the column header to sort results by that specific column.



Status Descriptions

A key section on the Results screen is the Status section. The following table describes the possible order statuses for a report.

Status	Description
Completed	Order has been received, processed, and completed. A Completed status means that no additional information will be received for the report. This status can be followed by an * to indicate that derogatory information was found. This status can also be followed by ** to indicate that a review is required.
Decisional	Order has been received, processed and completed; however, a review is required.
Eligible	Order has been received, processed and completed. No derogatory information was found.
In Progress	Order has been received but the report information is pending and unavailable to be viewed.
Pending	Order has been received and partial report information is available.
Preliminary	Enough information is available from the initial report to possibly enable you to make a hiring decision.
Retain in Place	Order has been received, processed and completed; however there is a retain in place.
Supplement	Order has been received and partial report information is available. The final decision will be supplemented.
On Hold	The order is on hold and will have an additional identifier to indicate the current status. Duplicate – A duplicate order has been identified. This order has been placed on hold awaiting completion of the original order. Email Sent – This order is missing data that is required to begin processing. An email request for the required information has been sent. Incomplete Order – This order is currently incomplete and has not been submitted for processing.

Order Results Case Actions

The following case actions can be performed from the Results screen.

Selection	Description
Order Details	Launches the Order Detail screen.
Fax	Produces a window allowing you to enter a fax number and cover page message. Click the Submit button to submit your fax request for processing.
View/Print	Launches the full report(s) for the case(s) you have selected. Use your internet browser's print options to print the full report(s).
Download	Provides the ability to download selected results from the Search Results or Order Detail page.
Print Card	Allows for the printing of a eligibility card. The card will display the following, issue date, client reference field(s), package ordered, and the date application becomes eligible. Note: The card can only be printed if the case is completed, clear or completed eligible and the account user has appropriate setup privileges. Note: For more information about print cards, refer to the print card user manual available in the Inside Enterprise Advantage portion of the website.
Customer Service Inquiry	Launches a window to allow you to send a customer service message to First Advantage regarding the cases selected from the Results screen. Note: Upon submission, you will receive a confirmation message stating that you will be contacted via the e-mail address or phone number configured in your user preferences.
Clear Viewed Date	Deletes the date displayed in the Last Viewed section on the Order Listing page.
Cancel Hold	Deletes the hold order that is currently selected.
Edit Hold Order	Opens the currently selected order and allows the user to edit the order.

Order Information

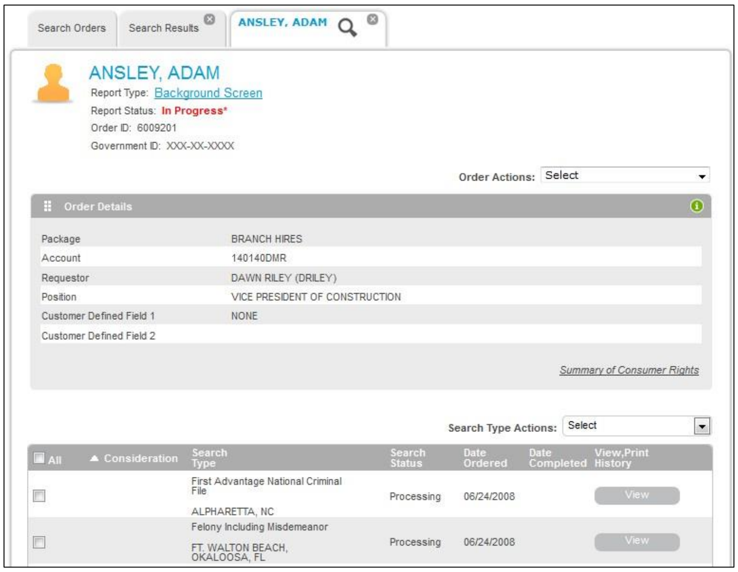
The **Order Information** section incorporates basic information about the search, including the report type, search subject's name and SSN, as well as the Order ID, account number, and name of requestor.

While viewing the **Results** listing page(s), you can click on the **Search Options** tab to review the original criteria retained and/or further refine the search criteria.

Searches

The **Searches** column on the **Search Order** screen displays each search component that was included in your order. Additional features of Enterprise Advantage enable you to see the details queried for the report.

- Click on the component link to view specific details related to a search component.
- Or select the element(s)/search and use the View/Print or Download element action.



Ordered/ Completed

The **Ordered/Completed** column displays the date when the search was ordered and the date when the report was completed.

Status

The Status column displays the search case results based on predefined queries of completed, unviewed, not printed, and in process cases. This will give you the status of your order and allow you to manage your order.

Flag

Click on the alert flag notification icon to open a description window providing details about the alert.
The alert description window lists the discrepancies found for each search component, if any, and details what the discrepancy is and what may have caused it. If the status indicated a red flag, one of the components in the report will include a red flag.

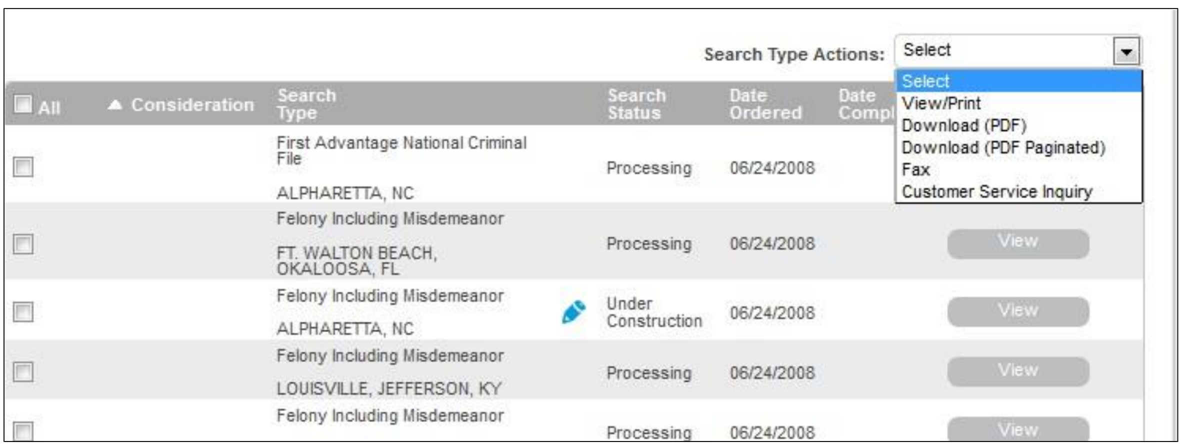
Order Details Search Type Actions

The following functions can be performed on the entire case using **Case Actions** on the **Order Details** page:

- View/Print
- Download (PDF)
- Fax
- Customer Service Inquiry
- Re-send Consent Email
- Track
- Print Card (if applicable)
- Adjudication (if applicable)
- Adjudication History (if applicable)
- Correspondence Letters
- Add Search

Element Action

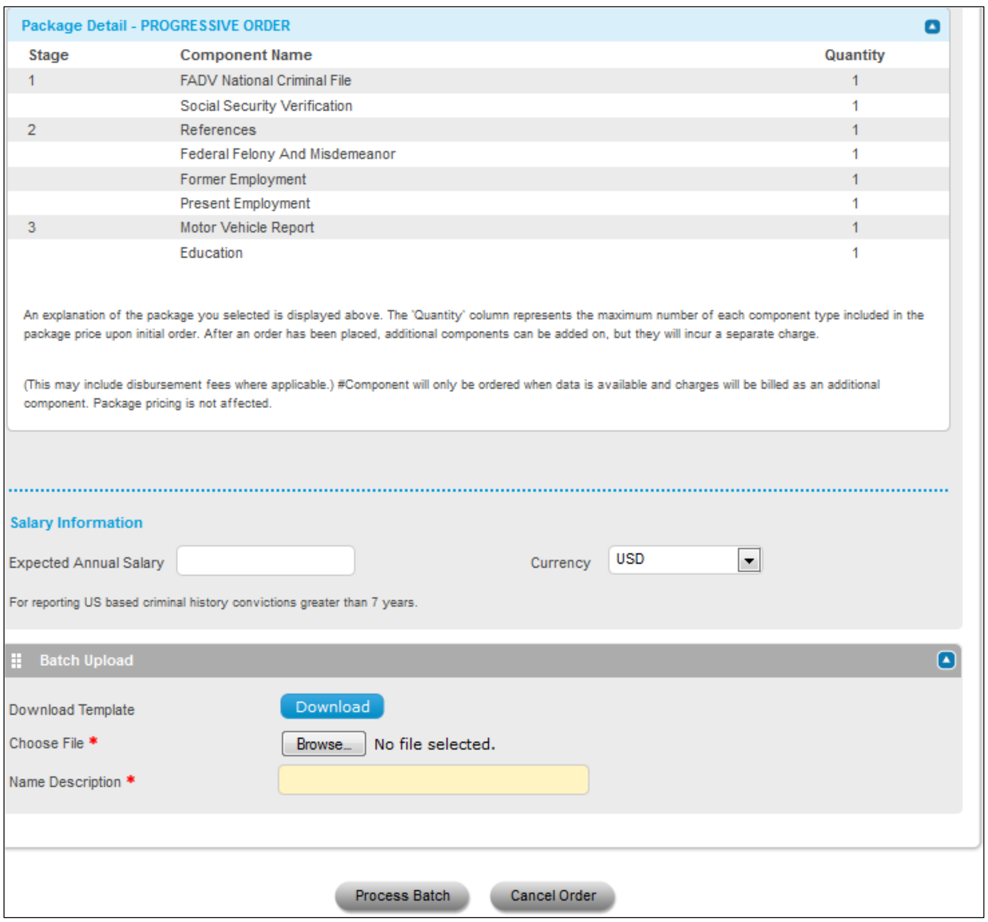
The functions displayed below can be performed on selected elements using **Element Actions** on the **Order Details** page: Note: Some options are only available if added to your account.



Process Batch

General Concepts

The Overview of **Process Batch** provides a comprehensive understanding of **Orders** being created in bulk. Download the Template which is an excel spreadsheet from the **Process Batch** section to upload the order details in order to process the order.
If you submit the Batch Orders with errors, you will receive a downloadable Reject spread sheet with your batch status on https://enterprise.fadv.com. The First Column in the Reject spread sheet contains the errors/causes for rejection. To resubmit, make all indicated changes, DELETE the ERRORS column and resave the changes.



View Batches

General Concepts

View Batches allows users to view the status of submitted Batch Orders, check for completed results track orders at a summary level, and review completed orders.
Results are pre-sorted in descending order by batch ID, the most recently submitted order appearing at the top of the list. You can click on the column headers to sort the results displayed by that specific column.

You may confirm the status of your batch by referencing the **Stage** column. Statuses are Processing, Ordered, or **Ordered with Rejections**. If the status is Ordered with Rejections, a rejection file will be available for download and review.

The 'Records' column will indicate the status of the orders contained within your batch upload. A description of these statuses is as follows:

- Submitted: The total number of orders included in the initial batch upload.
- Validated: The number of orders containing all required fields and are approved for processing.
- Rejected: The number of orders that contain missing or invalid data. Rejected orders will appear in the rejection file and must be corrected and resubmitted to be processed.
- Ordered: " || "The number of orders that have passed validation and are successfully processing.
- Failed: The number of orders that failed out of the total number of orders submitted; typically caused by an internal application error. Failed orders are rare; however, they must be resubmitted in a new batch file.

Batch Summary will provide you an overall status of each order that has been successfully placed. By clicking on the link you will be prompted to download a full summary of your batch into an Excel spreadsheet. This spreadsheet will contain two worksheets: a summary count and a summary of the orders.

The Check for Completed Results link will appear when orders reach an 'Ordered' status. Clicking this link will generate an update with the total number completed as of the current date.

To create a file of the individual report results, you should click on the link for Generate Completed Results. A secondary link to View Completed Results will display, click on this second link and follow the screen prompts to open or save the zip file of the order results.

Administration

Overview

Not all Enterprise Advantage users will be designated as an Enterprise Advantage administrator; however, there are some Administration options that every Enterprise Advantage user will use routinely. For example, two administration functions that every Enterprise Advantage user can access include changing passwords and individual preferences.

Administration Options Overview

Overview

On the Enterprise Advantage toolbar, use the **Administration** option to:

- Change your own system settings and preferences.
- Change another user's settings and preferences.
- Set default options for yourself, other users, and your company.
- Modify your company's information (e.g. billing and contact information).
- View managerial reports.
- Create user specific custom packages.

Tip: Not all features are available to all users. For example, all users can change their own preferences; however, to grant security rights to other users, you must be a Company Administrator

Administration Options

Read the table below to learn more about the Enterprise Advantage Administration Options.

Toolbar Options	Description
User Settings	Use this Administration option to add or edit the details for Enterprise Advantage users, such as contact information, security rights, billing rights, email notification preferences, Define and manage user defined fields and change your passwords
Access Company User List	Use this Administration option to view the list of Enterprise Advantage users for your company and to add or remove users from the account
Edit Company Settings	Use this Administration option to view your Enterprise Advantage company profile and to edit your company settings for duplicate checking, credit reports, billing information and client reference ID
View Managerial Reports	Use this Administration option to view Enterprise Advantage reports on alert statistics and summaries, number of applicants, turnaround times, disbursement fees, search counts and response times
Custom Package Maintenance	Use this Administration option to create user specific custom packages
Company Documents	This preference allows company administrators to manage company specific documents that are available to users from the navigation menu

Add New User	Use this option to add new users to your account

Edit User Settings

Overview

The **Edit User Profile** screen appears when you want to edit settings and preferences for the user currently logged into Enterprise Advantage. It also appears when you add a new Enterprise Advantage user, so that you may designate the settings and preferences for the new user.

You must enter the information in the following required fields:

- Full Name
- Phone

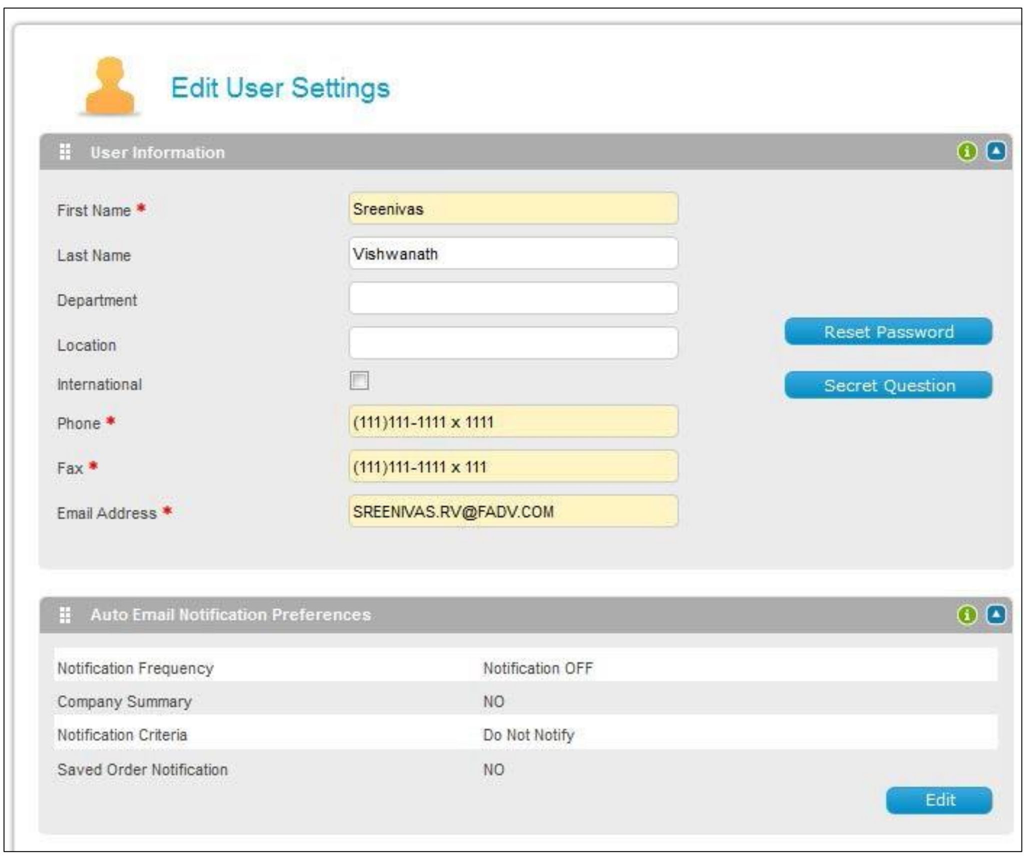
Tip: Use a format of (###)###-#### or (###)###-####x#### for telephone numbers.

- Fax

Tip: Use a format of (###)###-#### or (###)###-####x#### for fax numbers.

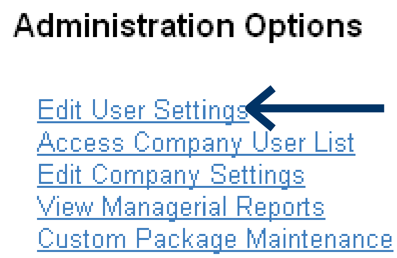
- Email Address

Tip: If you do not have an email address, enter "*none*" into the required field.



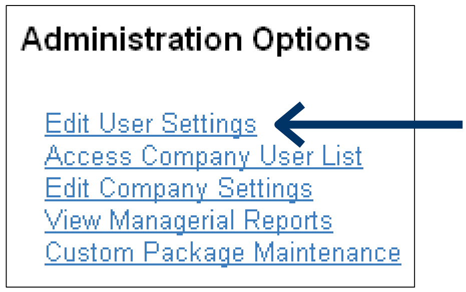
Change Your Password

To change your Enterprise Advantage password, follow the steps below.

Step	Action
1	In the **User Settings** screen, click the **Edit User Settings** link.  The **Edit User Settings** screen appears.
2	Click  to designate a new password for yourself. The **Change Password** box appears.
3	In the **New Password** field, type your new password. Confirm your new password by retyping it in the **Confirm Password** field.
4	Click  to save your new password

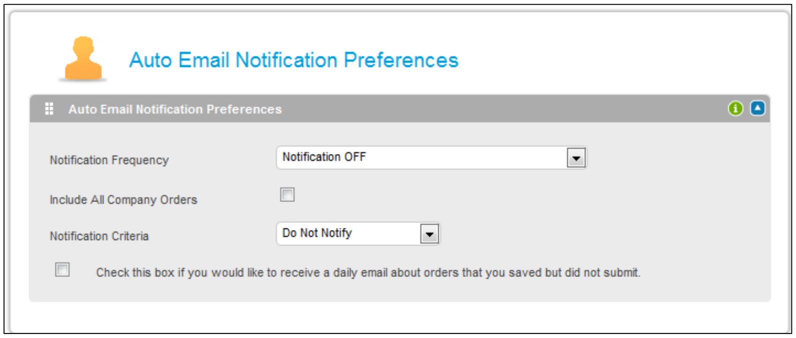
Change Your Secret Question

To change your Enterprise Advantage secret question, follow the steps below

Step	Action
1	In the **User Settings** screen, click the **Edit User Settings** link.  The **Edit User Settings** screen appears.
2	Click Secret Question to designate a new security question for yourself. The **Select Secret Question** box appears.
3	In the **Question** drop down list, select the question you wish to use. In the **Answer** field, type your answer to the question. Confirm your answer by retyping it in the **Confirm Answer** field.
4	Click Save Changes to save your new secret question and answer. **WARNING:** You must click this button to save your secret question and answer.

Change Your E-mail Notification Preferences

Enterprise Advantage gives you the option of choosing whether you want to be automatically notified by e-mail if an order status meets the criteria you select.

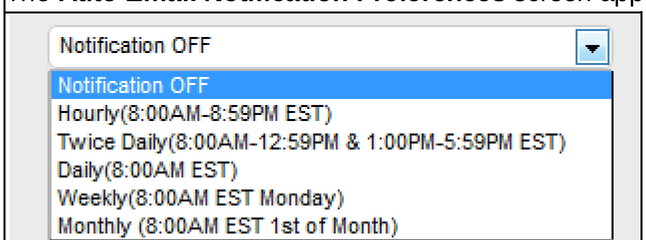


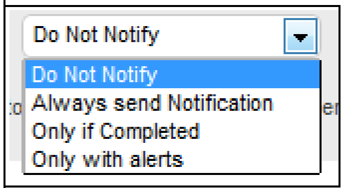
The table below describes each notification option available to you.

E-mail Notification Option	Description
Notification Frequency	Sets the frequency of e-mail notifications during the business day. Your options include: • OFF (turns off e-mail notifications) • Hourly (between 6:00 AM and 6:00 PM) • Twice daily (8:00 AM and 1:00 PM) • Daily (8:00 AM) • Weekly (6:00 PM on Fridays) • Monthly (6:00 PM on the last day of each month) • Note: All times are PST. For hourly, twice daily, and daily frequencies, the e-mail notifications are sent every business day, excluding standard holidays.
Include All Company Orders	When selected, summarizes the order status information for all your company's orders instead.

E-mail Notification Option	Description
Notification Criteria	Sets the criteria needed to send you an e-mail notification. These criteria include: • Do not notify (turns off e-mail notifications) • Always send notification (turns on e-mail notifications) • Only if completed (sends e-mail notifications on only those unread orders that have a status of Completed) • Only with alerts (sends e-mail notifications on only those unread orders that have a status of Alert)
Save Order Notification	If enabled users will receive a daily email notification summarizing any new orders created, saved, and not submitted.

To change your Enterprise Advantage e-mail notification preferences, follow the steps in the table below.

Steps	Action
1	In the **User Settings** screen, click the **Edit User Settings** link.
2	In the **Auto Email Notification Preferences** section, click the **Edit** button. The **Auto Email Notification Preferences** screen appears. 
3	Select the **Notification Frequency** from the drop down.
4	To include all company orders, select the **Include All Company Orders** checkbox.

5	Select the Notification Criteria from the drop down 
6	To receive a daily email about orders that you saved but did not submit, click the last checkbox.
7	Click **Save**.

Change Your Order Entry Default Custom Package

To change your company's order entry default custom package, follow the steps in the table below.

Step	Action
1	In the **User Settings** screen, click the **Edit User Settings** link.
2	In the **Next to Default Package for Order Entry** tile, click the **Edit** button. The **Default Package Preference** screen appears."
3	Click the radio button for the package you want to designate as the default when you enter orders. **Tip:** These packages are customized for your company. To find out more information about these packages, see the designated Enterprise Advantage administrator for your office or contact First Advantage.
4	Click Save

Add a New User

To add a new user to your office's Enterprise Advantage account, follow the steps in the table below.

Step	Action
1	On the Enterprise Advantage toolbar, click **Administration**. The available sub-items are displayed.
2	Click **Company User List** from the list of available sub-items or click **Access Company User List**. The **User List** screen for your company appears.
3	Under **Add New User**, enter the new Enterprise Advantage user's User ID, full name, and password. Type the password again to confirm it.
4	Click .

Edit Company Settings

Overview

If you are the Enterprise Advantage administrator for your office, you can change your company's preferences. The tables in this section describe how to set each company preference option.

Edit General Information

To edit your office's address, phone and fax number, follow the steps in the table below.

Step	Action
1	On the Enterprise Advantage toolbar, click **Administration**. The available sub-items are displayed.
2	Click Company Settings from the list of available sub-items or click Edit Company Settings under Administration Options. The Company Profile screen for your company appears.
3	Next to GENERAL INFORMATION, click EDIT. The Edit General Preferences screen appears.
4	Type your company contact's telephone number, fax number, and e-mail address.
5	Click OK.

Edit Duplicate Checking

To edit the background search duplicate check options for your office's account, follow the steps in the table below

Step	Action
1	On the Enterprise Advantage menu, click **Administration**. The available sub-items are displayed.
2	Click **Company Settings** from the list of available sub-items or click **Edit Company Settings** under Administration Options. The **Company Profile** screen for your company appears
3	Next to **DUPLICATE CHECKING**, click EDIT. The **Edit Duplicate Checking Preferences** screen appears.

4	If you want Enterprise Advantage to look for duplicate background searches, click the **Duplicate Checking Available** checkbox to activate duplicate checking.
5	Enter the number of days (0 to 365) before today that you want Enterprise Advantage to search for duplicate orders.
6	If you want Enterprise Advantage to change the status of the duplicate orders to ‘DEFERRED’, click the **DEFER** radio button. If you want Enterprise Advantage to change the status of the duplicate orders to ‘CANCELLED, click the **CANCEL** radio button.

Company Document

This feature allows company administrators to manage company specific documents that are made available to users at any time when logged in to the Enterprise Advantage website.
The Hierarchy section window displays all accounts and/or groups that you have access to select. If available, you can click the plus or minus buttons to expand or collapse an account or group to display or hide the sub-accounts.

- Select the account or group and click submit to update the dashboard with your selection
- Upon selecting an account or group of accounts, will update and allow access to all orders submitted for your selection criteria

Billing Information

The Billing Detail View Options lets you set the criteria for your billing detail:

- You can select a specific invoice or view uninvoiced transactions.
- You can choose to group by requester, reference # or subject.
  If grouping by Reference #, you may indicate the # of characters to group by, i.e. entering '4' in the # of Characters to Group, will group transactions by the first 4 characters of the Reference #. Leave blank to use the entire Reference #.
- You can also choose to sort the transactions, or if grouped, sort within the group.

Filter Options lets you filter for a specific requester, reference # or subject. Choose the Filter Type and enter the Filter Value to search for.To include package components in the detail view, check the 'Include Pkg Components' box.
(Note: Including package components, may cause a significant delay due to the increase in the number of items returned.)

View Managerial Reports

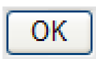
Overview

If you are the designated Enterprise Advantage administrator for your company, you can view and print managerial reports for your company by accessing the **Reports** sub-item under the **Administration options** navigational item. The following table describes each type of report available to you.

Report Name	Description
Alert Statistics	Shows alert tallies by applicant and/or component.
Automatic Letter Generation History	Shows auto-generated letter history
Component Exception Summary	Provides summary of alert/consideration results for a given date range
Credit Card Transactions for Direct Advantage	Display a report of Direct Advantage credit card transactions for account
Number of Applicants	Shows the number of applicants within the range of dates specified
Open Searches	Shows the court and verification searches that are still processing
Package Turnaround Times	Shows the turnaround statistics for this client's package(s)
Search Count And Response Time	Shows the Search Count And Response Time
Split Delivery and Carbon Copy Redirection Report	Display a report of an account's Split Delivery/Carbon Copy cases
Turnaround by Search	Shows the Search Count And Response Time

Viewing and Printing Managerial Reports

Follow the steps in the table below to view and print managerial reports for your company.

Step	Action
1	On the Enterprise Advantage menu, click **Administration**. The available sub-items are displayed.
2	Click **Reports** from the list of available sub-items or click **Managerial Reports** under Administration Options. The **Managerial Reports** screen for your company appears.
3	Under Report Name, click the name of the report that you want to view. The **Specify Criteria** page appears.
4	Select the criteria to filter the report you want to view. Then, click the  button. The report appears.
5	To print the report, choose **File | Print** from your browser's menu bar.

Billing

Overview

The Billing Detail View Options lets you set the criteria for your billing detail:

- You can select a specific invoice or view uninvoiced transactions.
- You can choose to group by requester, reference # or subject.
  If grouping by Reference #, you may indicate the # of characters to group by, i.e. entering '4' in the # of Characters to Group, will group transactions by the first 4 characters of the Reference #. Leave blank to use the entire Reference #.
- You can also choose to sort the transactions, or if grouped, sort within the group.

Filter Options lets you filter for a specific requester, reference # or subject. Choose the Filter Type and enter the Filter Value to search for.To include package components in the detail view, check the 'Include Pkg Components' box.
(Note: Including package components, may cause a significant delay due to the increase in the number of items returned.)

This chapter discusses the Billing Detail View Options, the Filter Options, and how to read and interpret your Enterprise Advantage Billing invoices

Billing Filtering Preferences

General Concepts

The **Billing Detail View Options** let you set the criteria for your billing detail and the **Filter/Presentation Options** allow you to filter for specific invoices.

Billing Detail View Options

The Billing Detail View Options let you set the criteria for your billing detail according to the options illustrated in the table below.

Step	Action
1	Select a specific invoice from the **Invoice Date** drop-down box in the **Billing Detail View Options** section to select the billing period you would like to view.
2	Choose to group by Requestor, Reference Number, or Subject. **Tip:** If grouping by Reference Number, indicate the number of characters to group by. For example, entering '4' in the **Number of Characters to Group** field will group transactions by the first four characters of the Reference Number. The default settings (leaving the Reference Number blank) will use the entire Reference Number.
3	Use the **Group By** and **Sort By** drop-down boxes to set the criteria for how you want to view your billing detail. If you just click **OK** to load the default settings, all your current Un-invoiced transactions will be returned to you.

Filter/ Presentation Options

The **Filter/Presentation Options** allow you to specify display preferences for your Billing Details and Invoices.

Follow the steps below to indicate your preferences.

Step	Action
1	Use the **Filter Type** drop-down box to filter your billing invoices to include only Billing details of a specific **Requestor**, **Reference #**, or **Subject**.
2	**(Required)** Enter the **Filter Value** to search for based on the **Filter Type** that you selected.

3	**(Optional)** Check the **Include Pkg Components** option to include package components in the detail view. **Note:** Including package components may cause a significant delay due to the increase in the number of items returned.

Frequently Asked Questions

Order Entry

Q: Why do I need to input the Social Security number on the initial Order Entry page?

A: The Social Security Number field is the basis for your entire order. Using this number, Enterprise Advantage develops a list of names and addresses reported and return them in a "grid" that can be used to make criminal search history requests. This grid allows you to see addresses and names that your applicant may not have provided. The grid will only appear if you have a Social Security verification and public records search included with your order.

Q: I need to run a package and include a search that is not part of that package. Can I select a package and an individual search at the same time?

A: Yes. Package selection and Individual Search Component selection can be done at the same time provided the search is listed in the individual search component list. You can also add additional searches to the package by clicking the **Add a search** button on the **Order Summary** page.

Q: Why are California current addresses mandatory fields?

A: Currently, California requires First Advantage Enterprise Advantage reports to include the applicant's current address at the top of the report. California state law requires that all applicants be given the opportunity to obtain a copy of their report from their employer, and as part of this law, the current address must be readily available on the report. While other states do not require the full current address, we do recommend including this during your order entry.

Q: Why did another name appear on the grid?

A: The name and location grid is developed from the applicant's Social Security number, but does not rely on the Social Security Administration's database. No non-governmental institutions have access to its database due to security precautions. Our grid search comes directly from the credit bureau's credit header information. Since this database is manually constructed, the occasional typographical error can cause additional names to appear. When using the grid, it is important to remember to only select those locations that are listed for the applicant (this includes maiden names or aliases), and not for any other name. For questions about a specific occurrence, please contact Customer Service.

Q: I made an error during my Order Entry, but I caught it before I submitted my search. How do I fix this before submitting my order request?

A: Continue with the Order Entry process until you reach the Order Summary page. This page allows you to review the contents of your order before you submit it for processing. For each section of your order, there will be a small **Edit** button in the grey section header. By clicking the button, you may safely return back to the section that you wish to correct or edit. The only item that cannot be changed during the Order entry process is the Social Security number. If you need to change this number, please call Customer Service within 24 hours of submitting or entering your order request. DO NOT use your Internet browser's **Back** button during the Order Entry process. Doing so will cause transmission errors during your order.

Order Viewing

Q: How long does a Background check take to complete?

A: The Social Security Verification is returned instantly, sometimes within seconds after ordering. Criminal backgrounds have different turnaround times. The majority of the County seat searches have a 3-5 day normal turnaround, there may be an additional 1-5 days if an on-site search has to be conducted. Some courts are faster than others and we are at the mercy of the court. Verification searches must be researched manually, and may take 24-72 hours to complete. Delays in verifications will be indicated in the Enterprise Advantage system. For specific turnaround times on your report, please contact Customer Service.

Q: Why does the SSN indicate there is no record when the applicant has what appears to be a valid card?

A: The SSN Verification search does not rely on the Social Security Administration's database. No non-governmental institutions have access to their database due to security precautions. Our SSN search comes directly from the credit bureau's credit header information. A **No Record Found** report might show if your applicant is fairly young or does not have any credit history yet. If you feel that you applicant is falsifying their SSN, you may contact the Social Security Administration directly and request to verify your subject's records. Although they will verify very limited information, it may help you with your hiring decision. The Social Security Administration's number is 1-800-772-1213.

Q. What exactly does it mean when we receive an alert (red flag) notification on a Social Security Number search?

A: The red flag on the SSN Verifcation is an indication of a name match error. For example, the name on the report that came back could be spelled differently than the name that was entered with your data. It is also possible that the SSN was entered incorrectly; therefore, the search could return another individual's information.

Q: What is the first step in the process of providing our data to First Advantage?

A: The first step is the "Data Profile" which is a prearranged conference call involving the necessary business and technical people from both your company and First Advantage. During this call, documentation specific to Enterprise Advantage will be reviewed in its entirety, providing all parties the opportunity to discuss the data requirements in detail, and to ask and answer any questions relative to the data contribution process.

My order does not have a county search. How can I fix that?

A: You can still add on the missing component to your order. When you log in, click on **Order Viewing**, and pull up your existing order. Once the order is pulled up, click on the **Add a search** button on the bottom left hand side of the subject's information. On the next screen, you have an option of going back to the Location Ordering Grid, or ordering the county search manually. Click on the link that would bring you back to the grid. Once you are on the grid, choose the county you would like to run the criminal search on and click **Continue**. You will then go back to the Summary screen where you can verify the searches you ordered. Click **Submit** to submit the search. You will get a message saying your order has been successfully submitted.

Q: Can I print more than one completed report instead of just one at a time?

A: Select the **Order Viewing** tab. Then, select the date range of reports that are being requested. Check the box indicating **Completed Orders Only,** then click **OK** or press **Enter**. The next screen will have a box next to each request and, by checking each box, the search will be printed when you select the print option at the bottom of this screen. There is also an option to select all reports for printing.

Billing

Q: Why can I only view my invoice detail online?

A: There are several reasons for exclusive website access to your invoice detail. For security purposes, First Advantage discourages sending detailed invoices through the mail, as they contain sensitive information about your applicants. Our website is a secure location and can only be accessed by approved associates. First Advantage also provides a variety of ways in which your invoice can be detailed. You may choose to sort alphabetically by applicant, by reference, by requestor, and other filtering options that can help you further break down your monthly total based on your company's requirements.

Q: I notice additional fees listed in my billing detail. What are these?

A: Certain searches may incur additional fees based on costs of research. There are several counties that charge access fees for searching their files of court records. State Departments of Motor Vehicles may also charge DMV access fees. Should charges be levied during a verification for automated systems, record access, or phone number look-up, these may be passed along. These fees are not paid to First Advantage and instead are remitted to the organization or service that required the fee.

Administration

Q: How do I change my password?

A: Click on the **Administration** tab, and then click on the **Edit My User Settings** link. Click on the **Change Password** button. Type in new password and confirm by typing it again (password must be at least six characters and must include at least one alpha character and one numeric character in the password). Click **Save Changes** before making any other changes to your account settings.

Q: I would like to receive e-mails letting me know when my reports are complete. How can I set this up?

A: Click on the **Administration** tab, and then click on the **Edit My User Settings** link. Below the personal information fields is a section called “Auto E-mail Notification”. Click the **Edit** button. You will first choose how frequently you would like to receive your e-mail notification (from once per hour to once per month), then the criteria we use when sending you e-mail. If you are already set up to receive e-mail notifications, and wish to change your settings or turn off the notifications, you may also do so.

Q: We get an e-mail message each day for unviewed orders. Is there a way to cancel this message?

A: Please follow the steps below to cancel Auto-E-mail notification:

- Log in and click on the **Administration** tab.
- Click on the **Edit My User Settings** link.
- Find the Auto E-mail Notification Preferences, and click on the **Edit** button.
- Choose “Notification Off” on the Notification Frequency and “Do Not Notify” on the Notification Criteria.
- When finished, click **OK**.