Contractor Advantage

User Guide for Vendors

June 2013

FADV0003

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Introduction

This guide provides you with key information for using the First Advantage Contractor Advantage system for the most-frequently-used vendor features: Ordering background reports and managing users.

If you need assistance, please contact the First Advantage customer support team by telephone or email:

1-866-237-2135

employment.support@fadv.com

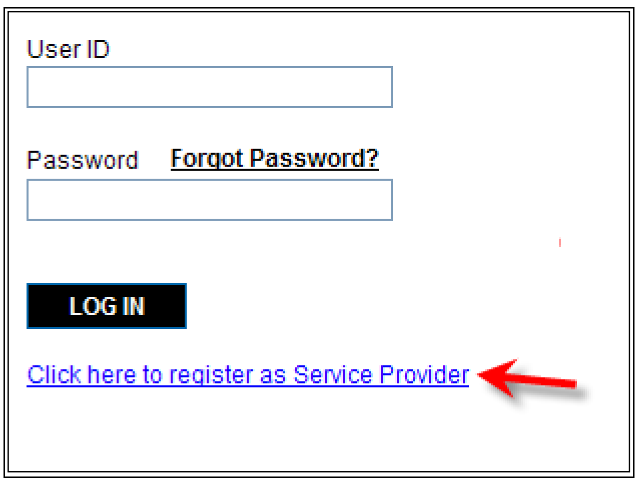
Registering a New Vendor Account

To access the Contractor Advantage system, enter the URL provided by First Advantage in your browser's address window. Please note that the URL is case-sensitive; that is, you must enter lower case and capital letters exactly as shown in your notification. For future use, please bookmark or add the URL to Favorites.

Before you begin using the system, you must register your account.

Use the following procedure to register as a service provider.

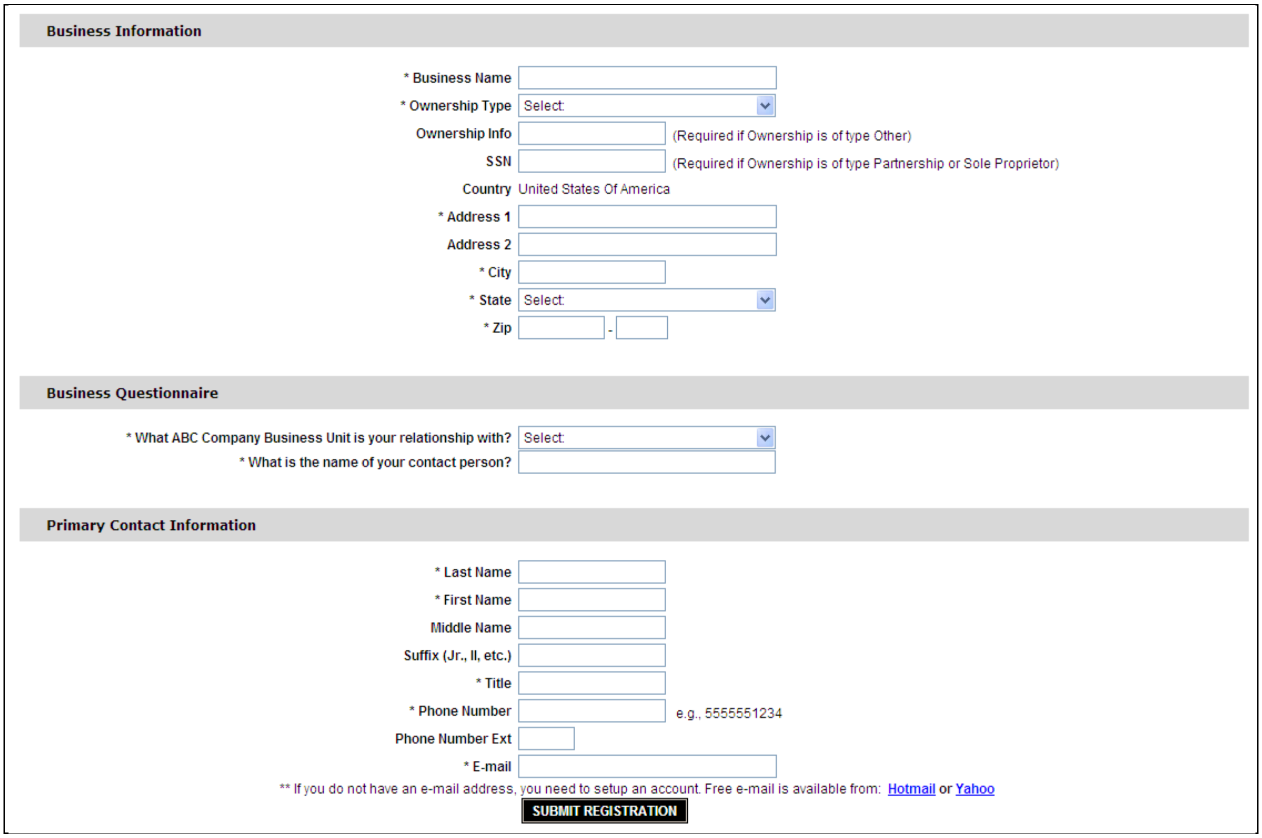
1. Clink on the link on the login page fields to **register as Service Provider**.



2. Create a **User ID** and **Password** and complete the other sections of the registration form.

Note: Required fields are indicated by an asterisk (*).

3. Enter your Business Information. In the top section of the form.



4. In the **Business Questionnaire** section, the sponsoring company for whom you are providing services is shown in place of **"ABC Company**." Select the appropriate business unit or department to indicate which area of sponsoring company established the vendor relationship, and enter the name of your primary contact at the sponsoring company.
5. In the **Primary Contact Information** section, enter the information for the person at your firm who will be the primary contact for screening activities. Note that a valid email address is required for the primary contact.
6. Click **SUBMIT REGISTRATION**.
7. Review the registration information to verify its accuracy. If you need to correct anything, click **GO BACK**. If all information is correct, click **CONFIRM.**

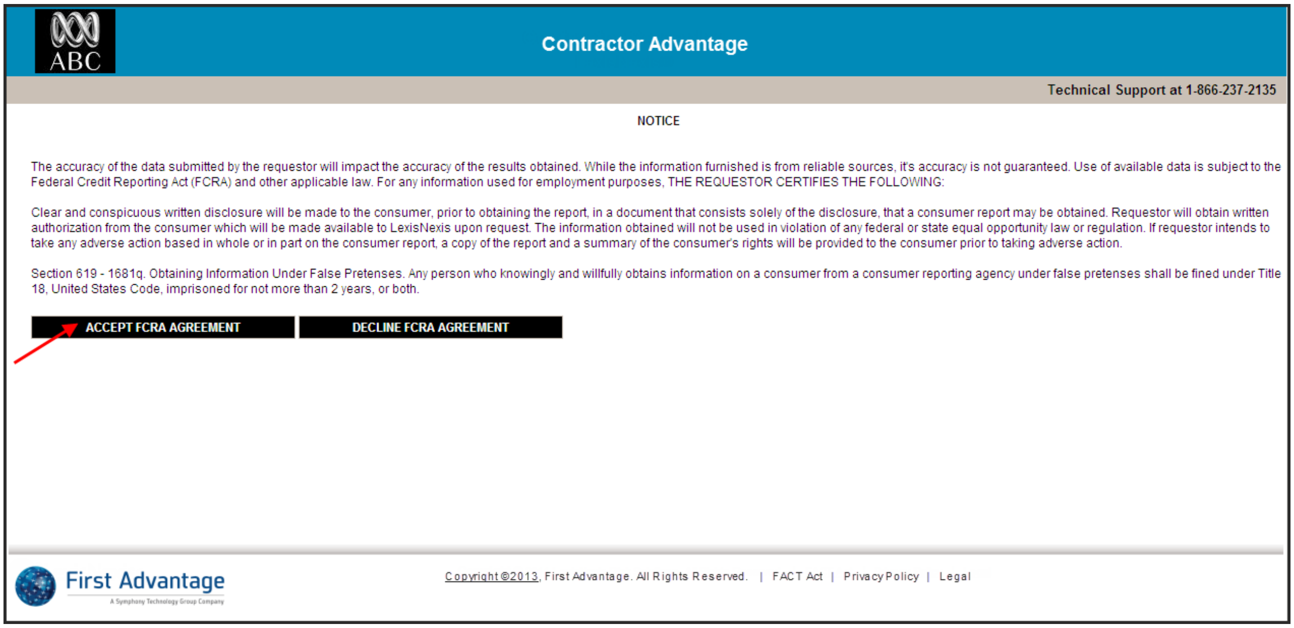
Once you have confirmed your registration information, the system shows a message that you have registered successfully, which includes a transaction number for reference. The system also sends you an email confirmation.

Your account will be activated within 1 to 2 business days.

Logging In

To access the Contractor Advantage site after initial registration, use the same URL as you did to register.

1. Enter the user ID and password you created during registration and click LOG IN.
2. On your first visit only, you must accept the legal agreement before proceeding to the site. Read the agreement carefully. If you accept the terms, click ACCEPT LEGAL AGREEMENT.
3. Each time you log in, you must certify that you have complied with requirements for ordering screening reports by accepting the Fair Credit Reporting Act (FCRA) agreement. To certify that you comply with the FCRA, click **ACCEPT FCRA AGREEMENT**.



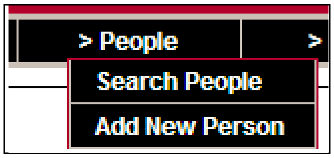
The Contractor Advantage home page displays after you have accepted the agreement(s). From the home page, you may perform these tasks:

- Add a person/employee
- Submit an order
- Search for a person/employee and view compliance
- Edit Employee Status

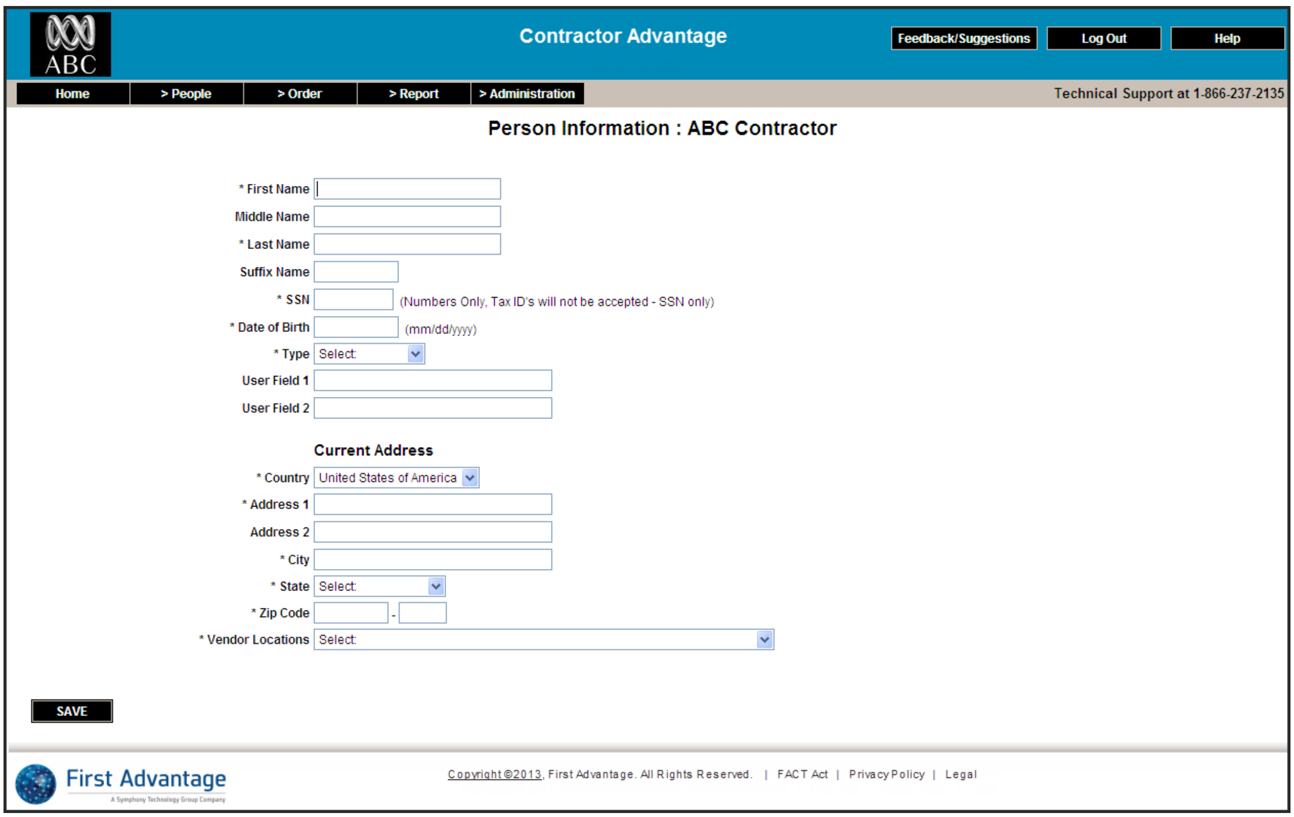
Adding People

To order a background screening on an individual, you must **add** that person to the system.

1. Click the **People** tab and select Add **New Person**.



2. Enter information for the new person on the **Person Information** screen, being sure to complete all required fields (noted with an asterisk *).

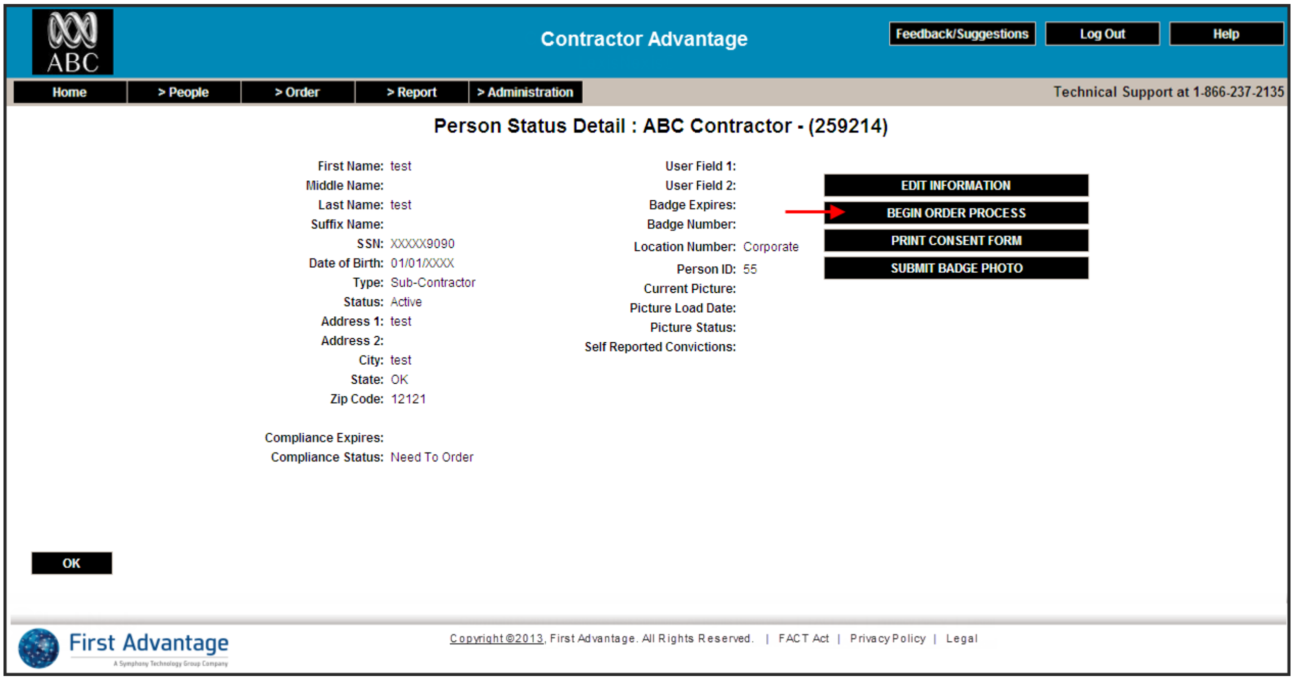


3. Make sure all information is correct and click **SAVE**. The person is immediately added to the roster.

Submitting Orders

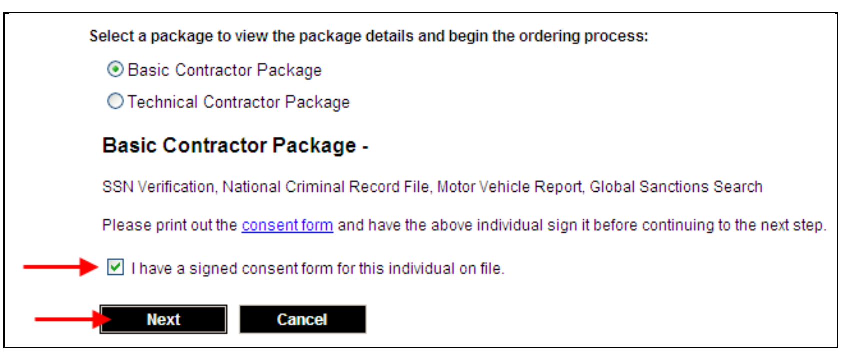
Note: Be sure to obtain a signed consent form before submitting an order.

1. On the Person Status Detail page, select **BEGIN ORDER PROCESS**.



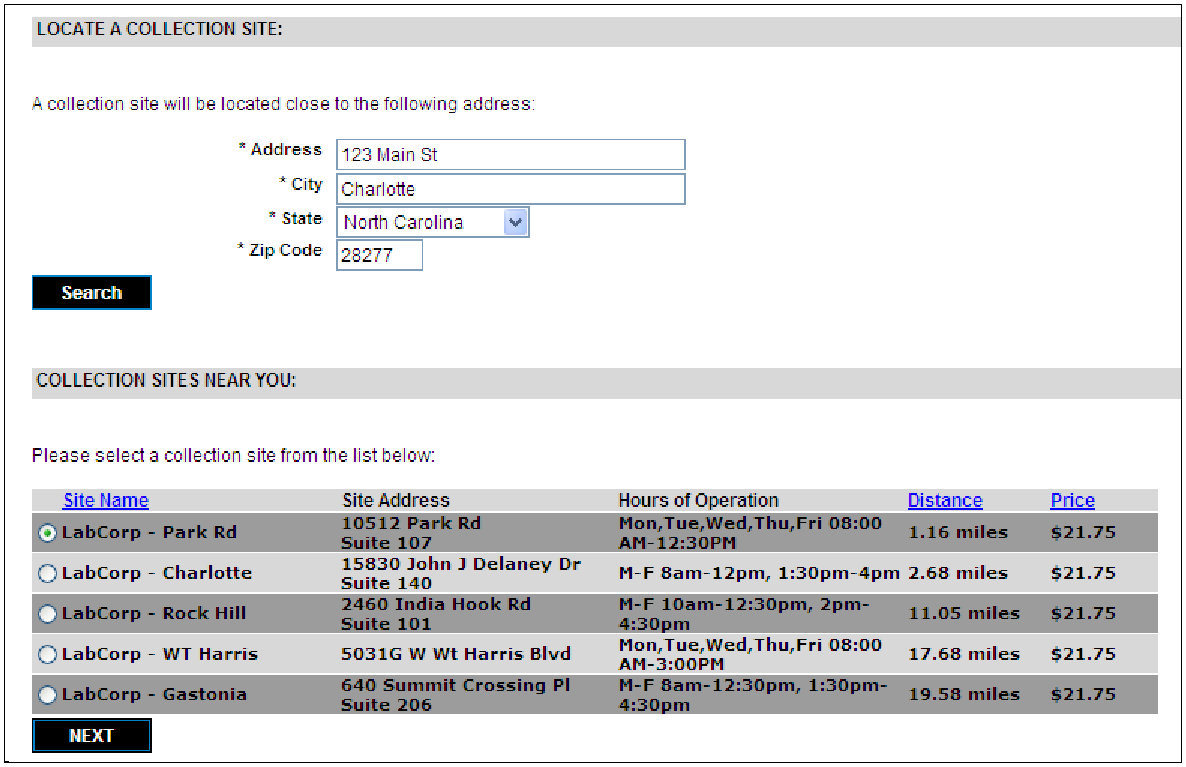
The system then displays the **Background Check Order Detail** page.

2. Select the desired screening package. Review the package details. If you do not already have a signed consent form, click on the hyperlink, print the form, and obtain the signature. Click the consent confirmation checkbox, and click **Next**.



3. If prompted, enter any requested additional information.

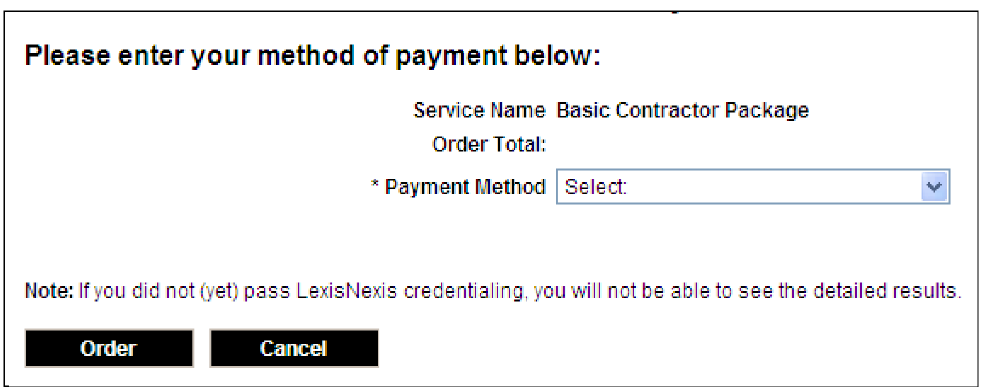
4. If your package includes drug testing, the screen to **LOCATE A COLLECTION SITE** for the drug test displays. If your package does not include drug testing, continue to the next step.



Note: The collection locations shown are the LabCorp sites closest to the address submitted under the Person Information Profile. If no sites are listed, a message displays on the order confirmation screen, informing the individual to contact the First Advantage National Scheduling Center to schedule an appointment.

Click **NEXT**. The payment screen displays.

5. Complete the payment information and click **ORDER**.



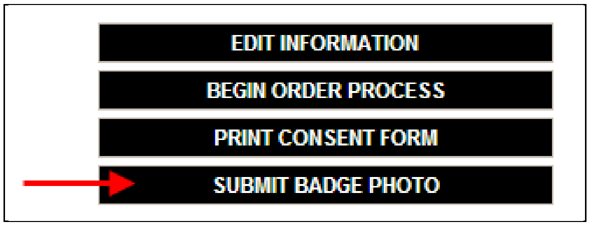
If you ordered a package with a badge, please proceed to the next section for instructions on submitting the badge photo.

Submitting a Badge Photo

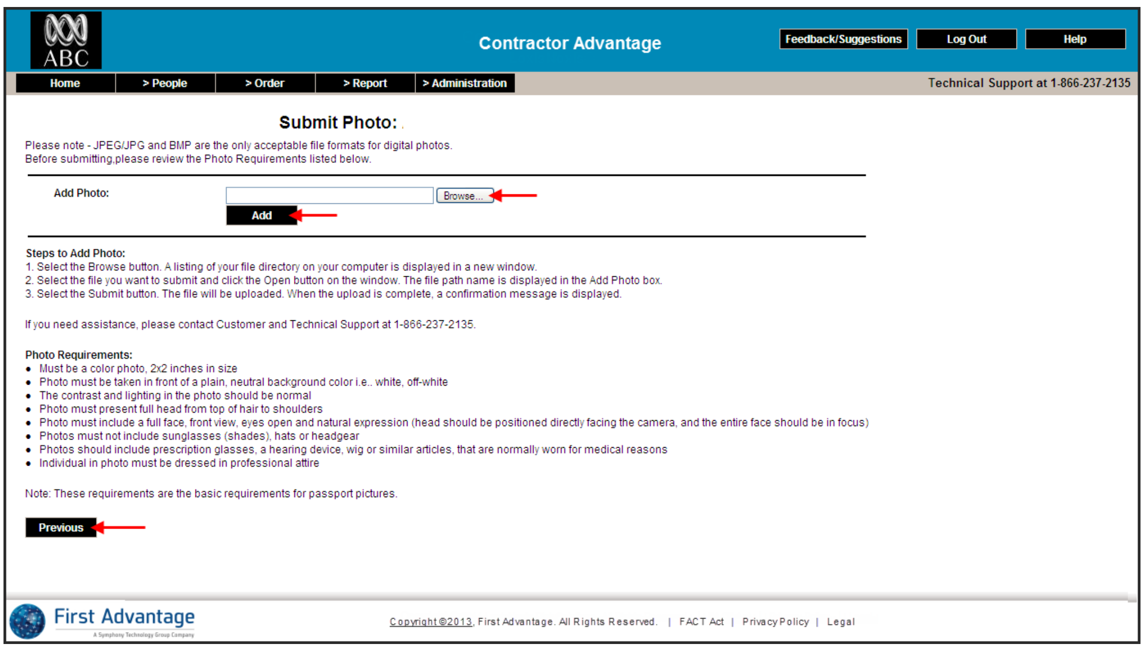
If you are not already on the **Person Status Detail** page, go to **People > Search People,** and enter the person's name and click **SEARCH**. Select the person from the results list to display the **Person Status Detail** page.

Before you begin, ensure the photo to be used for the badge is stored on the computer as a .jpg file.

1. Select SUBMIT BADGE PHOTO.



2. Review the Badge Photo Requirements to confirm that your photo is acceptable. If the photo does not meet requirements, the issuance of the badge will be delayed. **Note:** These are the basic requirements for passport pictures.
3. Click **BROWSE** to locate the file to upload.

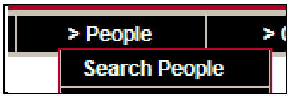


4. Highlight the photo file, click **ADD**, then click **PREVIOUS** to go back to and complete the remainder of the background order.

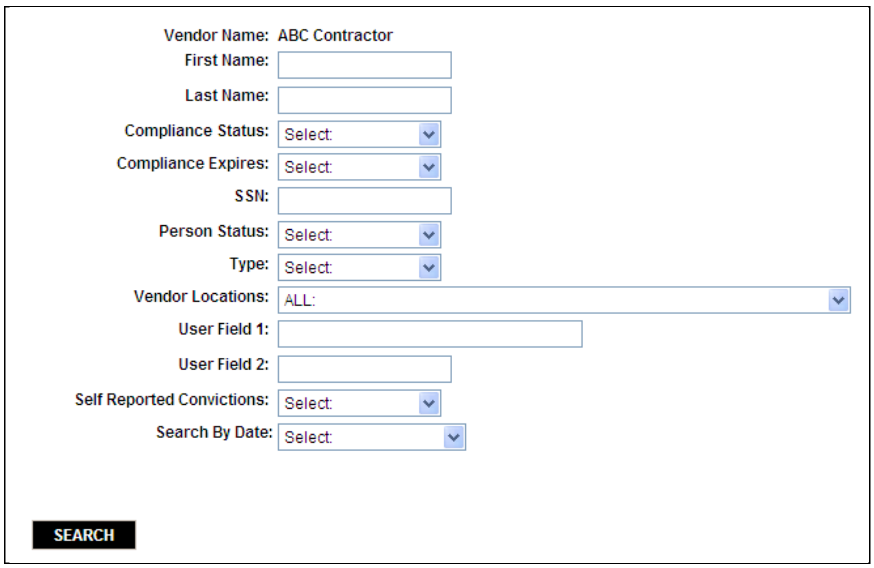
Note: Once the background check is completed with a Compliant status AND a valid photo has been uploaded, a badge will be issued.

Searching for a Person

You may use the People Search to view compliance status of the background screening and to perform other tasks related to individuals on your roster. You may also export the search results to an Excel spreadsheet file.



1. Select **Search People** from the **People** tab.
2. Search by entering one or more of the desired search criteria – typically an individual's SSN or name. You may enter partial search data. Click **SEARCH**. If you don't enter any search criteria, the system displays a complete roster of all individuals active for your account.



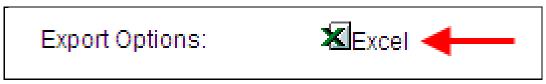
3. View the list at the bottom of the page to determine whether the individual's background report has a status of **Compliant**.

Name	Compliance Status	Compliance Expires	SSN	Person Status	Order Date	Completion Date	User Field 1	Type	Location
[illegible]	Non-Compliant	07/20/2011	[illegible]	Active	07/20/2009	07/23/2009		Sub Contractor	[illegible]
[illegible]	Compliant	02/05/2012	[illegible]	Active	02/05/2010	02/05/2010		Sub Contractor	[illegible]
[illegible]	Compliant	07/07/2011	[illegible]	Active	07/07/2009	07/10/2009		Sub Contractor	[illegible]
[illegible]	Compliant	12/08/2010	[illegible]	Active	12/08/2008	12/10/2008		Sub Contractor	[illegible]
[illegible]	Compliant	01/22/2011	[illegible]	Active	01/22/2009	01/28/2009		Sub Contractor	[illegible]
[illegible]	Compliant	04/20/2011	[illegible]	Active	04/20/2009	04/22/2009		Sub Contractor	[illegible]
[illegible]	Compliant	01/09/2011	[illegible]	Active	01/09/2009	01/11/2009		Sub Contractor	[illegible]

You can sort the results by clicking the arrows next to each heading. Note that SSNs are masked to comply with privacy requirements.

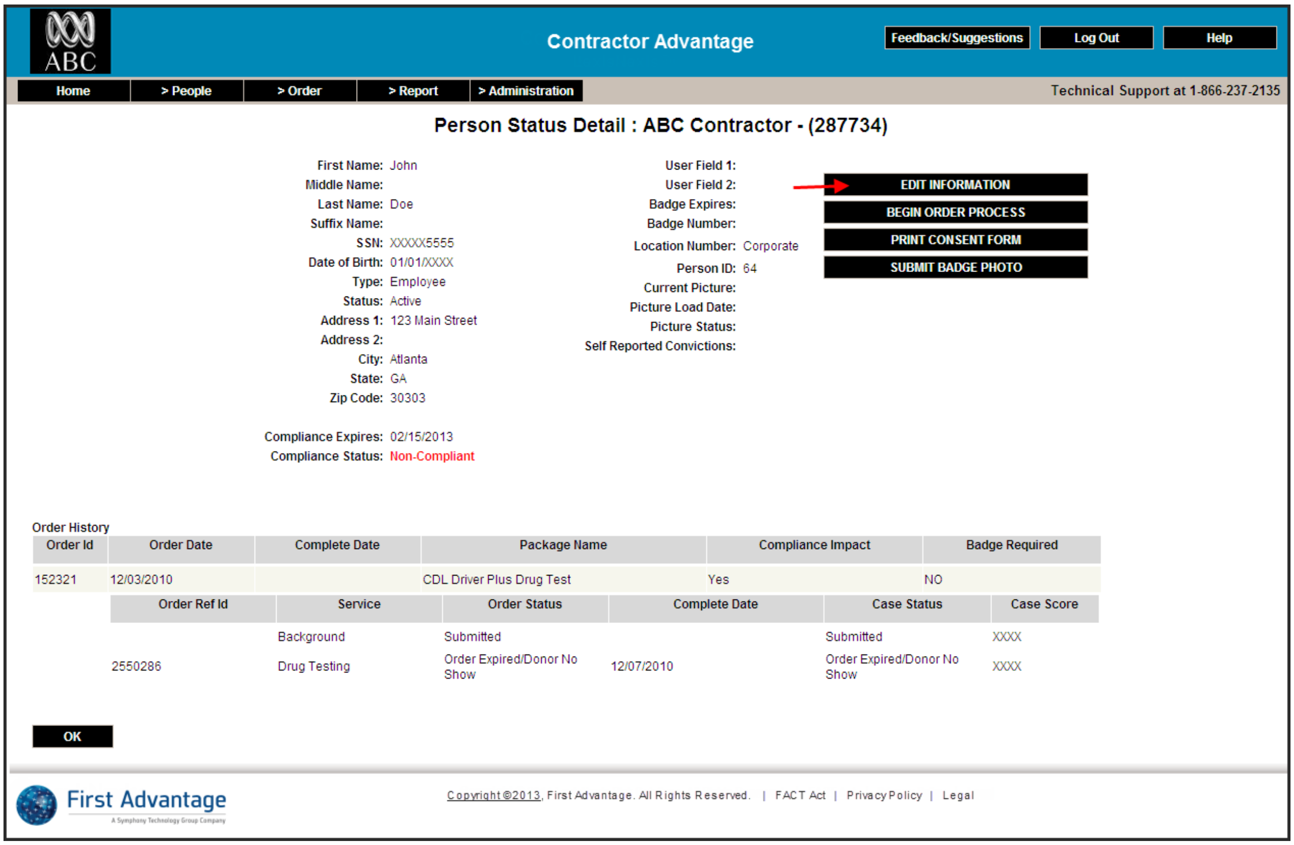
If the person is not in the list, you may need to add the person to the system and submit an order.

4. To export the results list to a spreadsheet file, click on the **Excel** icon at the bottom of the page.

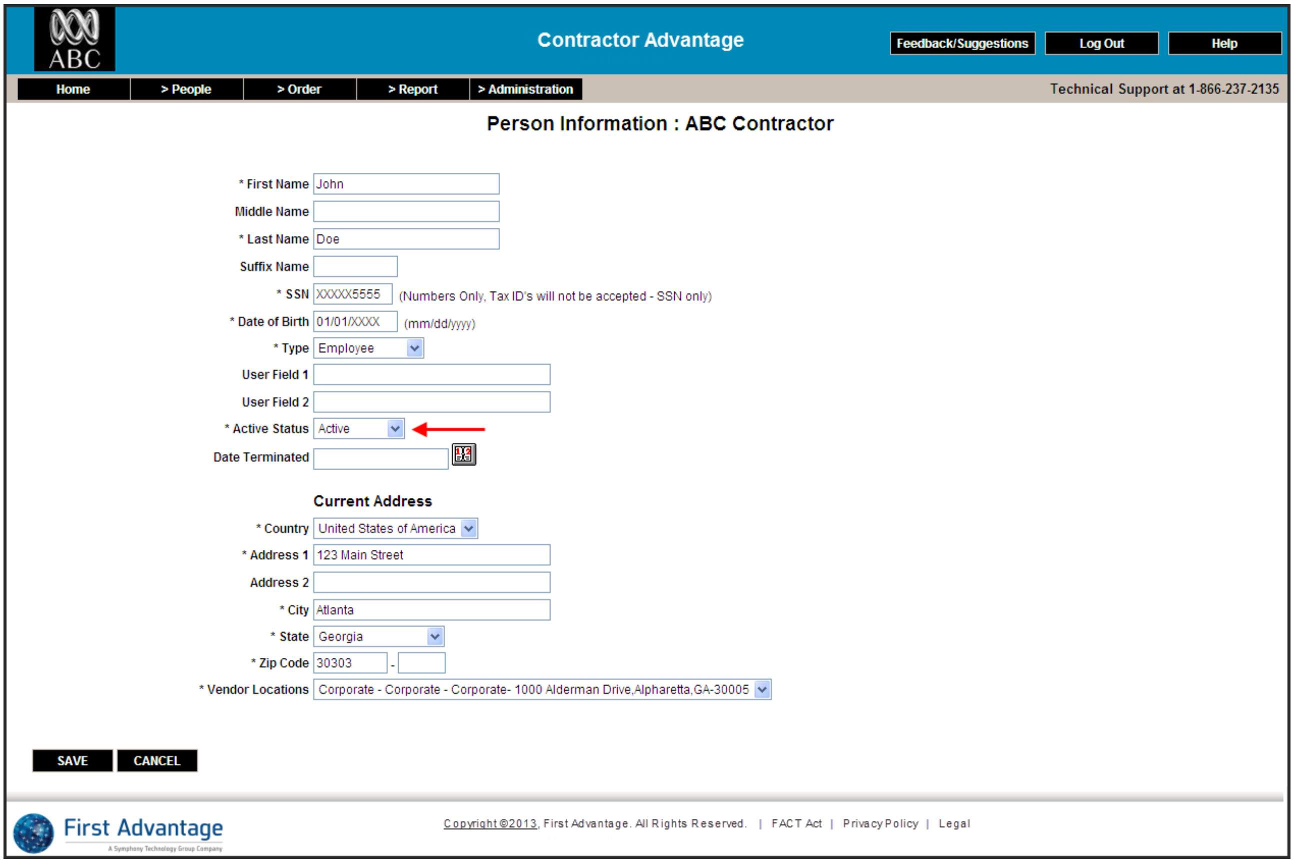


Terminating or Deactivating an Employee

1. Follow the instructions under Searching for a Person (above) to locate the individual to deactivate or terminate.
2. Click on the person's name from in the results list to view their Person Status Detail.
3. Select EDIT INFORMATION.



4. Click the arrow next to **Active Status** to display a list of possible statuses.



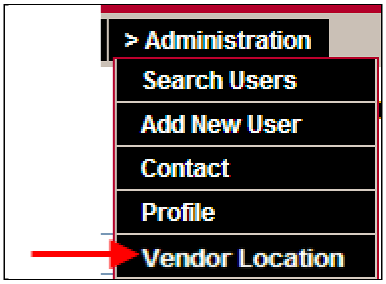
5. Click on the new status for this person.
6. Click SAVE to complete the status change.
   (Click **CANCEL** to cancel the status change and return to the Person Status Detail page).

Basic Administration Functions

These tasks are performed from the **Administration** tab.

Adding a new location

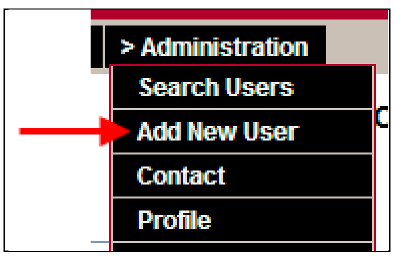
1. Click Administration> Vendor Location.



2. Click **ADD** NEW, enter the location Information and click **SAVE**. This location will then be displayed in the location list for adding people to the roster.

Adding a new user

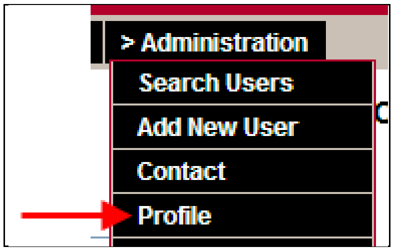
1. Click Administration>Add New User.



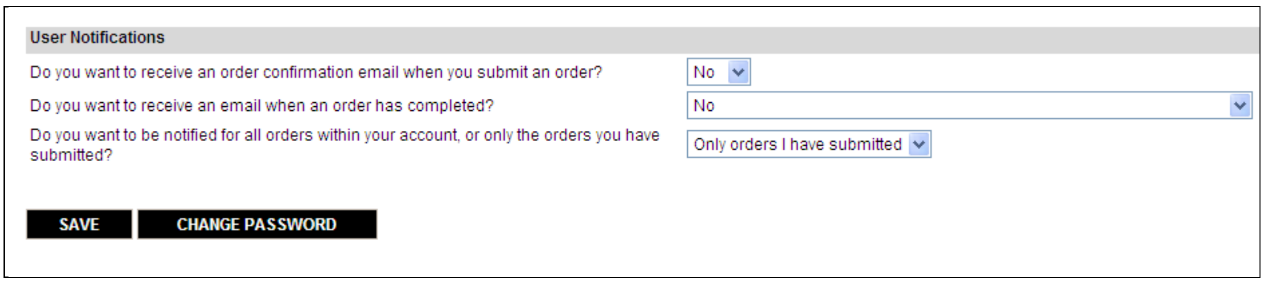
2. Create a User ID and Password for the individual, set their Role (Admin, View, Update, Summary) with the necessary level of access, and **SAVE**.

Changing email notification preferences and updating passwords

1. Click Administration> Profile.



2. Under **User** Notifications, you can see what notifications you are currently receive. You can change these settings at any time. Make your new selections and click **SAVE**.



3. From the **Profile** screen, you can also change your password. Enter your new password in both boxes and click **Save**.