

# WELCOME TO C4 OPERATIONS!

## First Time Login Instructions:

1. Go to [www.C4Operations.com](http://www.C4Operations.com)
2. Click on User Login (top of page)
3. Enter Username and Temporary Password (provided in welcome email)
4. Enter the Authentication Code (sent to email or text)
  - a. Please Note: The Authentication Code does expire! Please check your Junk/Spam folder for this code.
  - b. Each attempt to login will prompt a new code.
5. Complete Security Questions
6. Create new password
  - a. Passwords must contain minimum of 12 characters including a letter, a digit, and special character.
7. Your User Profile is now complete! If you would like to order a report, please skip to Step 3 below!

## Ordering Background Check Report:

1. Go to [www.C4Operations.com](http://www.C4Operations.com)
2. Click on User Login (top of page)
3. Enter Username and Password
4. Select "Order" (top of page)
  - a. Select "New Order"
5. Select Product for Order Screen: You should see a menu with all of the packages available for you to order. Select the package you would like to request by clicking "Order" next to the package.
6. Select Searches For Order Screen: On this screen make sure all searches you wish to order are check marked. You may un-select searches you do not wish to order if your package allows.
  - a. Select the "Next" button located in bottom right of page
7. Applicant Screen: Enter your applicants information
  - a. **REQUIRED INFORMATION:** Last Name, First Name, Date of Birth, Social Security Number, Applicant's Email, Alias Name(s) if you wish to have additional names searched.
    - i. We do not require middle name, but it is VERY helpful. Please include if possible.
  - b. Reference Box: optional box, information entered here will be grouped on your invoice
  - c. Position/Title: optional box, can be used for tracking the number of administrative assistants you hired for the year
  - d. Proposed Salary: optional box, can be used for internal use to track salaries/wages for applicant positions
  - e. **PLEASE VERIFY ALL INFORMATION ENTERED IS CORRECT. YOU WILL BE CHARGED FOR ALL SEARCHES PERFORMED ON INFORMATION ENTERED HERE, REGARDLESS OF ERRORS. THE ACCURACY OF THIS INFORMATION IS CRITICAL.** Click Next.
8. Applicant Address Screen: Enter applicant's current address. If you need to cover a 7 year period, please select "Previous Address" box and enter addresses here. Click Next.
9. The next screens will vary depending on your searches requested.
10. Instant Driving Records Screen: Enter the Driver's License Number and issuing state in appropriate boxes. Click Next.
11. County Criminal Records Search Screen: Based on address entered for applicant, the system will pull the appropriate address history. Use the "County" box to add additional counties. Click Next.
12. There will be a screen for each search ordered (Federal Criminal Records, National Criminal Database with Alias Records, Civil Records, Credit Reports, State Criminal, County, Criminal Records, National Eviction Report Records) On each screen verify this is the search you need and click on Next.
13. **Order Summary Screen: Verify all applicant information is correct, verify fees and charges, upload applicant consent form at the bottom left and any internal order entry notes desired.**
14. **If you have any questions please call C4 Operations before you click on the Complete Order**

**HAVE QUESTIONS? WE ARE HERE TO HELP 24/7!**

**888-519-6283 | ADMIN@C4OPERATIONS.COM**