



Guide to Using Profile Advantage (formerly Direct Advantage)

Profile Advantage is a feature of the First Advantage Background Screening system that allows the potential volunteer/employee to enter their own information directly into the screening system. This eliminates the need for paper copy of the Disclosure Form and minimizes the data for Extension and Outreach employees to enter into the system.

1. From the **Home** screen of the First Advantage system, click on the **Profile Advantage** or **Direct Advantage** tab and then **New Subject**.

The image shows a screenshot of the First Advantage system interface. On the left is a sidebar menu with options: Home, Profile Advantage, Employment Screening, Administration, Help, and Reports. A red arrow points to the 'New Subject' link under the 'Profile Advantage' tab. The main content area is titled 'New Subject' and contains several sections: 'Email Information' with fields for First name, Last name, Email Address, and Language; 'Order Information' with fields for Customer Defined Field 1 and 2; 'Position/Hire Location' with fields for Country, City/Municipality, and State/Region; and 'Package Selections' at the bottom.

* If you do not have a Profile Advantage or Direct Advantage menu option, contact Julie Baumler (jbaumler@iastate.edu).

For internal use only. Do not distribute.

2. Enter First name, Last name, and Email Address of the potential volunteer/employee.

The Profile Advantage tool emails an invitation to the potential volunteer/employee to enter their data in the system. If you would like the system to copy you on that message (or the reminder message), then click the appropriate box.

Select the ISUEO Package. You may also add the education verification search (for verifying the education of a potential employee) in the Additional Search Types by clicking on Education and the right arrow to move it to the Selected Search Types. **Do not add any other additional searches.** Our ISUEO package includes all necessary searches (note: national sex offender search is covered in the First Advantage National Criminal File Plus search).

3. Click the Send button at the bottom of the screen. This will launch a system email message to the potential volunteer/employee.
4. Notify the potential volunteer/employee that they will be receiving an email from First Advantage (DoNotReply@FADV.com) and that they must complete the information within 30 days (720 hours).

The following pages demonstrate what the potential volunteer/employee experience will look like. Encourage them to use the First Advantage help number if they run into any problems.

For internal use only. Do not distribute.

Profile Set Up – Create Password



Welcome Jane, County Extension & Outreach would like you to start the screening process with Profile Advantage.

Already have a Profile? - [Sign in](#)

EMAIL

jane@iowaextension.org

CREATE PASSWORD

CONFIRM PASSWORD

SECRET QUESTION

SECRET ANSWER

NEXT

Candidate creates a password and security question/answer.

Profile Advantage username is the Candidate email

[Terms of Service](#) [Privacy Policy](#)

Terms of Service Agreement

PROFILE
ADVANTAGE

TERMS OF SERVICE

This terms of service (this "*Agreement*") is between you ("*User*" or "*You*") and First Advantage Corporation ("*FADV*") and governs your access to and use of FADV's Profile Advantage website / application (the "*Website*"), and your access to and use of all software applications, databases and services made available to You and accessible by You through use of the Website (collectively, "*Services*"). By subscribing to any Service through use of the Website You agree to the terms and conditions of this Agreement.

1. FADV Account Registration.

In order to access the features of the Website and to subscribe, upload or download any content on the Website or through your use of the Services, You must register and create an account ("*Account*"). In order to register to use a Service and create an Account, You are required to provide certain personal information to FADV and create a User ID and password associated with your Account. You shall not share your User ID or password with any third party. User must be at least 18 years of age in order to register to use a Service and to create an Account. You hereby represent and warrant to FADV that You are at least 18 years of age and possesses the legal right and ability to enter into this Agreement. FADV reserves the right to suspend or terminate your Account if any information provided during the registration process or thereafter proves to be inaccurate, fraudulent or incomplete. You are solely responsible for all activity under your Account, whether or not You have authorized such activities or actions. You will immediately notify FADV of any unauthorized use of your Account.

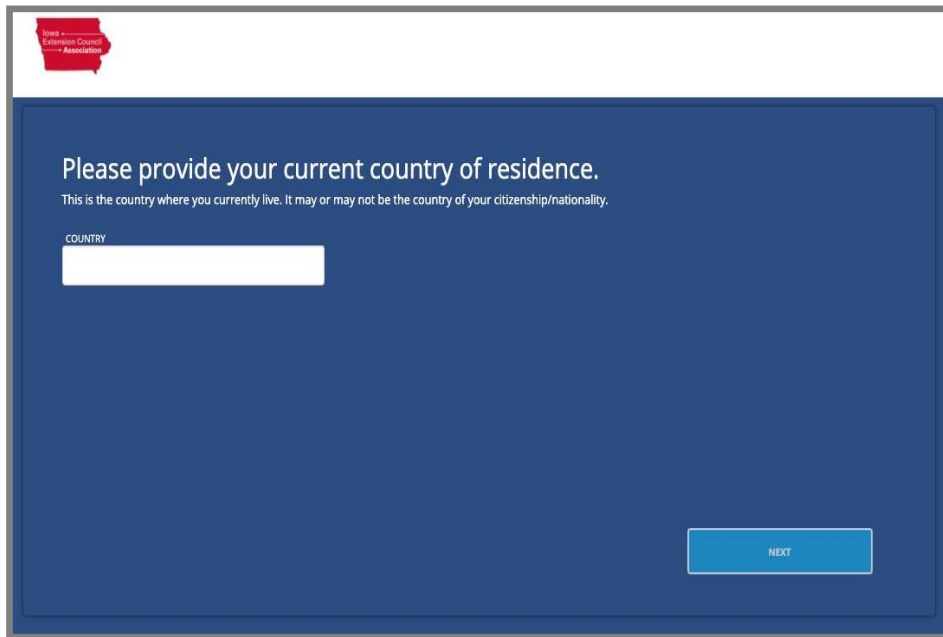
2 FADV Services

AGREE

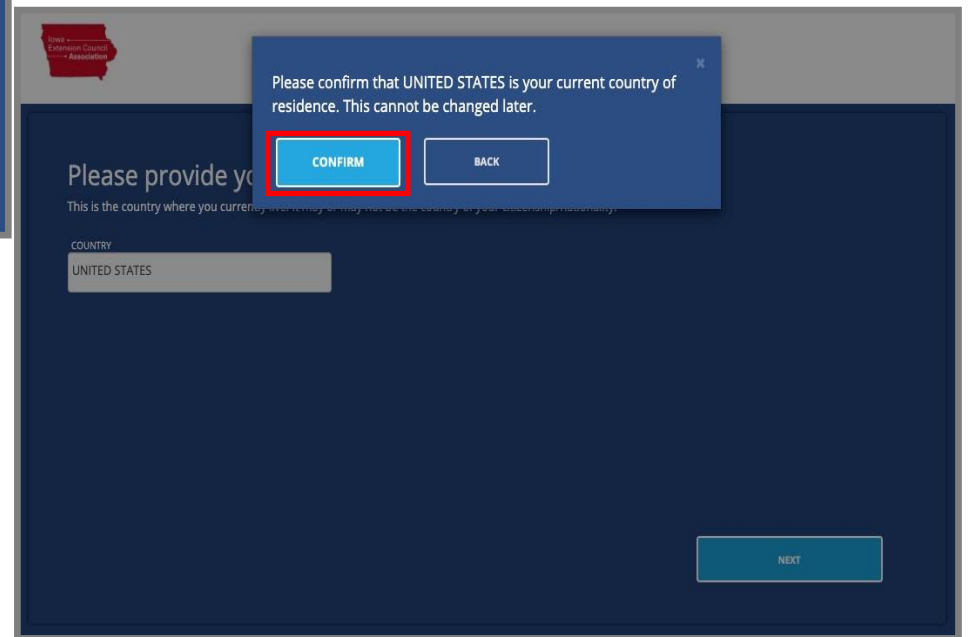
DISAGREE

For internal use only. Do not distribute.

Country of Residence Selection



This screenshot shows the initial step of the Country of Residence Selection process. The page has a dark blue background. In the top left corner, there is a small red logo for the State Extension Council Association. The main heading is "Please provide your current country of residence." followed by a subtext: "This is the country where you currently live. It may or may not be the country of your citizenship/nationality." Below this, there is a label "COUNTRY" and an empty white text input field. At the bottom right, there is a light blue button labeled "NEXT".



This screenshot shows the same Country of Residence Selection screen as the previous one, but with a confirmation modal displayed. The modal is a dark blue box with a close button (X) in the top right corner. It contains the text: "Please confirm that UNITED STATES is your current country of residence. This cannot be changed later." Below the text are two buttons: "CONFIRM" (highlighted with a red border) and "BACK". In the background, the main form is partially visible, showing the "COUNTRY" label and the input field now containing the text "UNITED STATES". The "NEXT" button is still present at the bottom right.

For internal use only. Do not distribute.

Terms of Service Agreement



Welcome, to begin your process we require your consent.

We use a simple electronic signature, please read our authorization terms before accepting.

Consent to Use Electronic Signature

By selecting the "Yes" option below, I hereby consent to the use of my electronic signature to execute the Authorization Form, which will appear on the following screen. I understand that my electronic signature will have the same legal effect, validity and enforceability as if I were to execute by handwritten signature. If I do not wish to have my electronic signature to have a binding effect, I must select "No" option below.

Right to Entering into Agreement in Non-Electronic Form

I understand that I have the right to agree to the Authorization Form on paper and to execute the Authorization Form by handwritten signature. In order to provide it in written form, I can print and upload the form in the Document Upload section upon completing my profile.

Withdrawing My Consent and Updating Information

I understand that I have the right to withdraw my consent to use electronic signature and the right to update my contact information at anytime. If I decide at any point to withdraw my consent, I understand that the withdrawal is only prospective and shall not impact the legal effectiveness, validity or enforceability of the Authorization Form prior to the implementation of my requested withdrawal. The effectiveness of the withdrawal will be within a reasonable period of time after receipt of the withdrawal. If I withdraw during the period where a screening service is in the process of being fulfilled or ordered, it may impact my application for employment, contract work or other purpose.

If I decide at any point to withdraw my consent, I may call First Advantage at(+1) 800-845-6004, or provide a signed letter via mail to the address below:

First Advantage Background Services Corp.


Consumer Center

NO, DECLINE E-SIGNATURE

YES, USE E-SIGNATURE

For internal use only. Do not distribute.

Disclosure and Consent



Authorization

VOLUNTEER BACKGROUND SCREENING AUTHORIZATION


I hereby authorize the County Agricultural Extension District (CAED), Iowa State University Extension and Outreach, and/or its agents to make an independent investigation of my background, including social security number verification, motor vehicle, national criminal records, sex offender, state and federal abuse registry checks, including those maintained by both public and private organizations and all public records. First Advantage will be used to accomplish part of this background screen. The purpose of this authorization is to confirm the information contained on my Application and to obtain other information which may be material to my qualifications for service as a volunteer now and, if applicable, during the tenure of my volunteer service with County Agricultural Extension Districts (CAED).

To facilitate the background screening, I agree to provide CAED and Iowa State University Extension and Outreach (ISUEO) with my full name, date of birth, social security number, and other identifying information.

■ [Check here to receive a copy of your Consumer Report. \(For U.S. addresses only\)](#)

Authorization Signature

Use your mouse or touch.



x Jane Doe

Authorization

To facilitate the background screening, I agree to provide CAED and Iowa State University Extension and Outreach (ISUEO) with my full name, date of birth, social security number, and other identifying information. I understand that my failure to provide this information may result in my being ineligible for volunteer positions, cash handling, or other responsibilities.

Information provided by First Advantage will be used to accomplish part of this background screen. The purpose of this authorization is to confirm the information contained on my Application and to obtain other information which may be material to my qualifications for service as a volunteer now and, if applicable, during the tenure of my volunteer service with County Agricultural Extension Districts (CAED).

I have carefully read and understand this Background Screening Authorization and, by signing electronically below, I authorize First Advantage to release national sex offender registry and/or criminal record reports to ISUEO and CAED. This Background Screening Authorization in original, faxed, photocopied, or electronic form will be valid for securing background screening reports that ISUEO and CAED may request.

■ [Check here to receive a copy of your Consumer Report. \(For U.S. addresses only\)](#)

For internal use only. Do not distribute.

This screenshot shows the 'NAME' section of a profile page. The header includes the Iowa Extension Council Association logo and a welcome message 'Welcome, JaneDoe'. A progress bar indicates '0 COMPLETED 8 SECTIONS REMAINING'. The main heading is 'Jane, let's make sure we have your name as it appears on your identification and legal documents.' Below this are three input fields: 'FIRST NAME' (containing 'Jane'), 'MIDDLE NAME(S)' (containing 'Maria'), and 'LAST NAME' (containing 'Doe'). There is also a 'NAME SUFFIX/GENERATION (EX: JR, II, III...)' field. At the bottom are 'SAVE AND EXIT' and 'NEXT' buttons.

Iowa Extension Council Association

Welcome, JaneDoe

0 COMPLETED 8 SECTIONS REMAINING

Jane, let's make sure we have your name as it appears on your identification and legal documents.

FIRST NAME
Jane

MIDDLE NAME(S)
Maria

LAST NAME
Doe

NAME SUFFIX/GENERATION (EX: JR, II, III...)

SAVE AND EXIT NEXT

This screenshot shows the 'LEGAL NAME' section of a profile page. The header includes the Iowa Extension Council Association logo and a welcome message 'Welcome, Jane Mari...'. A progress bar indicates '0 COMPLETED 8 SECTIONS REMAINING'. The main heading is 'Jane, have you ever used any other legal name?' with a subtext 'It could be either a maiden name or names you've used on official legal documents.' Below this is a large text area for input. At the bottom are 'SAVE AND EXIT', 'NO OTHER NAME', and 'ADD ANOTHER NAME' buttons.

Iowa Extension Council Association

Welcome, Jane Mari...

0 COMPLETED 8 SECTIONS REMAINING

Jane, have you ever used any other legal name?
It could be either a maiden name or names you've used on official legal documents.

SAVE AND EXIT NO OTHER NAME ADD ANOTHER NAME

Candidate is asked to enter their complete name and if they have ever used any aliases.

For internal use only. Do not distribute.



Welcome, Jane Mari...

  **PROFILE**

 **RESIDENCE**

 **LICENSE**

 **IDENTITY** 

0 COMPLETED 8 SECTIONS REMAINING

Alright Jane, please specify your gender for the record.

Male

Female



SAVE AND EXIT

SKIP AND CONTINUE

NEXT

For internal use only. Do not distribute.

The screenshot shows the 'PROFILE' tab selected in a navigation bar. Below the navigation bar, a progress indicator shows '0 COMPLETED 8 SECTIONS REMAINING'. The main heading is 'When's your birthday Jane?'. Below this, there is a 'DATE OF BIRTH' label and a text input field containing '12/12/1970'. At the bottom of the form, there are two buttons: 'SAVE AND EXIT' and 'NEXT'.

This screenshot shows the same profile page as the previous one, but with a confirmation dialog box overlaid. The dialog box contains the text: 'You selected December 12, 1970 as your date of birth. Please Confirm or select Back to change this date.' There are two buttons in the dialog: 'CONFIRM' and 'BACK'. The background page is dimmed, showing the 'DATE OF BIRTH' field with '12/12/1970' and the 'NEXT' button.


Candidate will need to confirm their date of birth.



The screenshot displays the FADV [TEST] mobile application interface. The app has a red header bar containing a back arrow, the title "FADV [TEST]", and a support message: "We're here to help! Our hours are 8pm Sunday (EST) until Friday at 8pm (EST). If you contact us outside this window, we'll respond as soon as we are back online". Below the header is a white section featuring a user profile for "Arun" and a "Back on Tue" button. The bottom of the app shows a white input area with a text field labeled "Start typing...", a "GIF" button, and icons for emojis and attachments. A blue chat bubble icon is located in the bottom left corner of the phone screen.

For support needs, click the chat icon on the lower left corner of the screen.

For internal use only. Do not distribute.



Welcome, Jane Mari...

RESIDENCE

ADDITIONAL INFORMATION

Please read through the following instructions.

Please provide your address history below. You will need to provide your current address first. Previous addresses can be indicated by entering the dates you resided at that location in the To and From fields.

I UNDERSTAND

We need to capture 7 full year(s) of your address history.


Where do you currently reside/stay?

COUNTRY

UNITED STATES

SAVE AND EXIT

NEXT



Welcome, Jane Mari...

RESIDENCE

LICENSE

IDENTITY

ADDITIONAL INFORMATION

1 COMPLETED 7 SECTIONS REMAINING

We need to capture 7 full year(s) of your address history.

Where do you currently reside/stay?


COUNTRY

UNITED STATES

SAVE AND EXIT

NEXT

For internal use only. Do not distribute.



Welcome, Jane Mari...

RESIDENCE

LICENSE

IDENTITY

ADDITIONAL INFORMATION

1 COMPLETED 7 SECTIONS REMAINING

What is your current address?

ADDRESS

1100 Alderman Dr

ZIP/POSTAL CODE

30005

STATE/REGION/PROVINCE


Georgia

CITY

ALPHARETTA

SAVE AND EXIT

NEXT



Welcome, Jane Mari...

RESIDENCE

LICENSE

IDENTITY

ADDITIONAL INFORMATION

1 COMPLETED 7 SECTIONS REMAINING

When did you start living at this address?

1100 Alderman Dr, ALPHARETTA, Georgia, 30005 US

START (MONTH, YEAR)

August 2010

SAVE AND EXIT

NEXT

For internal use only. Do not distribute.

PROFILE
ADVANTAGE

Welcome, John Mar...

<

EMPLOYMENT

EDUCATION

IDENTITY

ADDITIONAL INFORMATION

>

2 COMPLETED 7 SECTIONS REMAINING

We need to capture 7 full years of employment history

What is your current employment status?

Current employer

Self-employed

Unemployed

In school

SAVE AND EXIT

NEXT

PROFILE
ADVANTAGE

Welcome, John Mar...

<

EMPLOYMENT

EDUCATION

IDENTITY

ADDITIONAL INFORMATION

>

2 COMPLETED 7 SECTIONS REMAINING

Where do you work?

COUNTRY/REGION

UNITED STATES

<

>

SAVE AND EXIT

NEXT

For internal use only. Do not distribute.

County Extension Council
Association

Welcome, Jane Mari...

Please read through the following instructions.
If your position will require you to drive for company business, you are required to submit your driver's license information below.

I UNDERSTAND

LICENSE

REVIEW

Jane, we need to collect your driver license information for your background verification with County Extension & Outreach
Do you currently have a valid driver license?

SAVE AND EXIT

NO

YES

County Extension Council
Association

Welcome, Jane Mari...

LICENSE

IDENTITY

ADDITIONAL INFORMATION

REVIEW

2 COMPLETED 6 SECTIONS REMAINING

Great! Which country did you receive your driver license in?


COUNTRY

UNITED STATES

SAVE AND EXIT

NEXT

For internal use only. Do not distribute.



Welcome, Jane Mari...

LICENSE

IDENTITY

ADDITIONAL INFORMATION

REVIEW

2 COMPLETED 6 SECTIONS REMAINING

Jane, which state/province was your license issued in?


STATE/REGION/PROVINCE

Georgia

<

SAVE AND EXIT

NEXT



Welcome, Jane Mari...

LICENSE

IDENTITY

ADDITIONAL INFORMATION

REVIEW

2 COMPLETED 6 SECTIONS REMAINING

Great! Let's get your license information.

What is your driver license number?

LICENSE NUMBER

123456789


<

SAVE AND EXIT

NEXT

>

For internal use only. Do not distribute.



Welcome, Jane Mari...

LICENSE

IDENTITY

ADDITIONAL INFORMATION

REVIEW

2 COMPLETED 6 SECTIONS REMAINING

Jane, what type of license is it?

Commercial


Non-commercial

<

>

SAVE AND EXIT

NEXT



Welcome, Jane Mari...

LICENSE

IDENTITY

ADDITIONAL INFORMATION

REVIEW

2 COMPLETED 6 SECTIONS REMAINING

Jane, do you currently have another valid driver license?

<

>

SAVE AND EXIT

NO

YES

For internal use only. Do not distribute.



Welcome, Jane Mari...

IDENTITY

ADDITIONAL INFORMATION

REVIEW

DOCUMENT UPLOAD

3 COMPLETED 5 SECTIONS REMAINING

Thanks! Now let's move on to your identification.

SOCIAL SECURITY NUMBER

XXX-XX-XXXX

CONFIRM SOCIAL SECURITY NUMBER

XXX-XX-XXXX

SAVE AND EXIT

I DONT HAVE SSN

NEXT

If a candidate does not have an SSN, they can choose "I Don't Have a SSN" and enter an alternate form of ID such as a drivers license or passport.

For internal use only. Do not distribute.

The screenshot shows the 'REVIEW' step of a background screening process. At the top, a navigation bar includes 'IDENTITY', 'ADDITIONAL INFORMATION', 'REVIEW', and 'DOCUMENT UPLOAD'. A progress indicator shows '5 COMPLETED 3 SECTIONS REMAINING'. The main heading is 'Please review the information below.' with a sub-note: 'This information will be used to initiate your background screening. No additional edits to the information can be made after submission.' The 'Profile' section contains four cards: 'ADD NEW LEGAL NAME', 'NAME' (Jane Maria Doe), 'DOB' (December 12, 1970), and 'GENDER' (Female). Each card has a red edit icon in the top right corner. Below the profile cards is an 'Identity' section with a text input field. At the bottom are 'SAVE AND EXIT' and 'NEXT' buttons.

Candidate clicks the edit icon to modify the information they have entered in that section.

This screenshot shows the same 'REVIEW' step as the previous one, but with a modal dialog box overlaid. The dialog box contains the text 'No more edits can be made after this step.' and two buttons: 'NEXT' (highlighted with a red border) and 'BACK'. The background interface is dimmed, showing the same profile and identity information as before.

For internal use only. Do not distribute.

