Direct Advantage v2.0: Instant Order

Recruiter's User Guide

September 2013

FADV0001

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Overview

About Direct Advantage

Direct Advantage from First Advantage Corporation is part of the company's suite of products for employment screening. Direct Advantage helps streamline the hiring process by collecting applicant information online, and allowing the applicant to submit their data directly to the system using a web-based interface.

How it works

1. The recruiter creates a subject's (applicant's) profile in Direct Advantage.
2. The system automatically generates an email invitation to the subject.
3. Using the link provided in the email invitation, the subject logs on to the system and completes their profile (including submission of a signed consent form to allow background searches).
4. For accounts set up for Instant Ordering, as soon as the subject submits their completed information, the system automatically orders the background searches specified by the recruiter.

   For accounts set up for Reviewed Ordering, the application submitted by the subject is reviewed by the recruiter to determine whether to proceed with background ordering.

   NOTE: Account type is determined during set-up. Your company administrator can tell you which type of account you have.
5. The recruiter can view the status of all submitted orders, follow the progress of search orders, and manage the entire application process, all from within Direct Advantage.

About Your Account

Your Employment Screening/Direct Advantage account is customized to your company's specifications. Setup options and available features will vary depending on your account and security level. If you have questions or need assistance with your account, contact your company administrator or First Advantage Technical Support.

About This Document

This user guide is designed to help users whose accounts are set up for Instant Ordering. In Instant Ordering, background search packages are specified at the same time the invite email is sent to the subject, and the actual search orders are submitted instantly when the subject's completed application is received.

Terminology

Definitions of terms used in Direct Advantage can be found in the Glossary at the end of this document.

Technical Requirements

The recommended system requirements for Internet browsers are:

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

NOTE: Pop-up Blockers must be turned off.

Getting Started

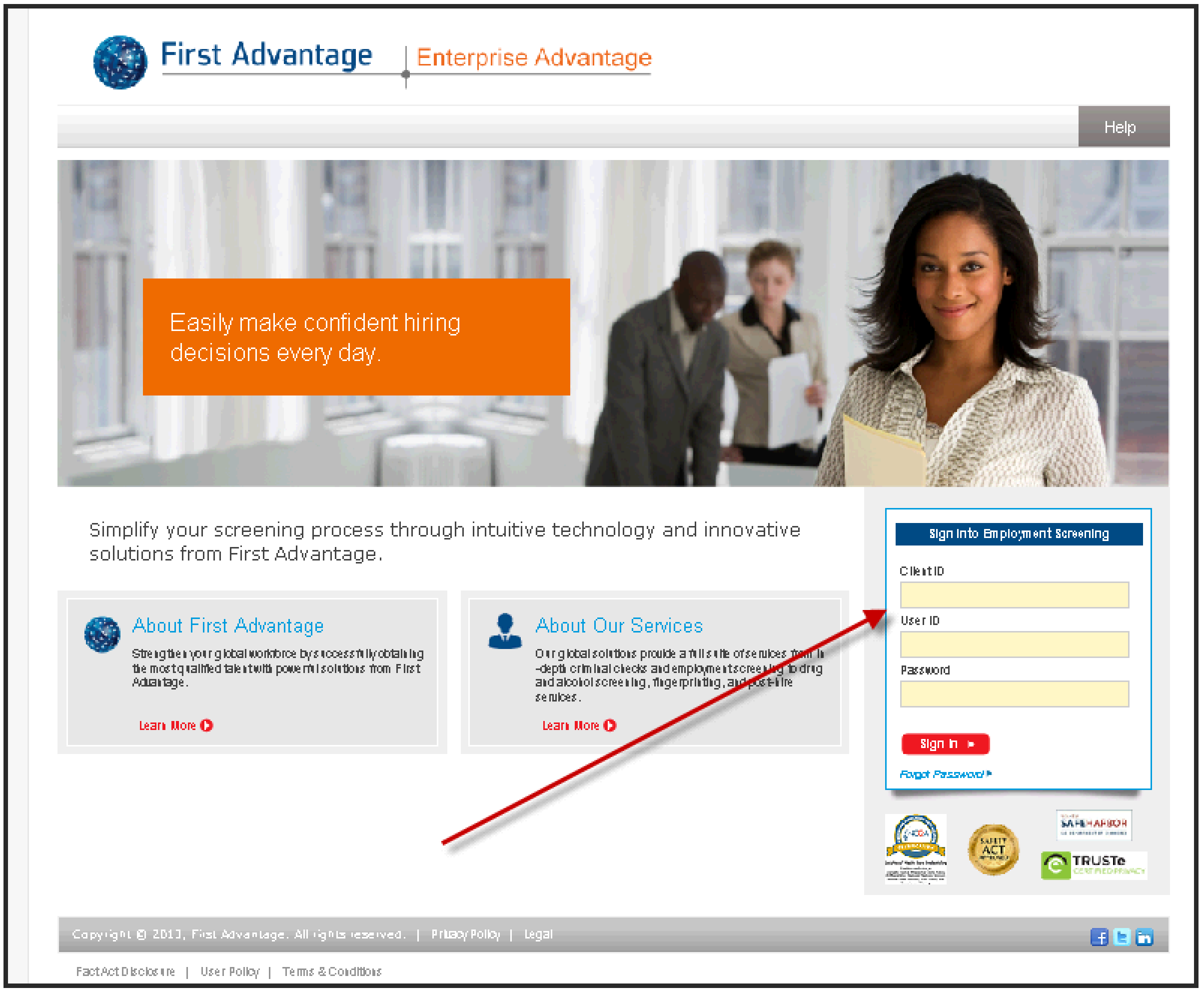
Logging On

To log onto the system, enter https://enterprise.fadv.com/ into your web browser's address bar.

1. When the Enterprise Advantage login screen appears, enter your Client ID, User ID, and Password in the fields in the login box.

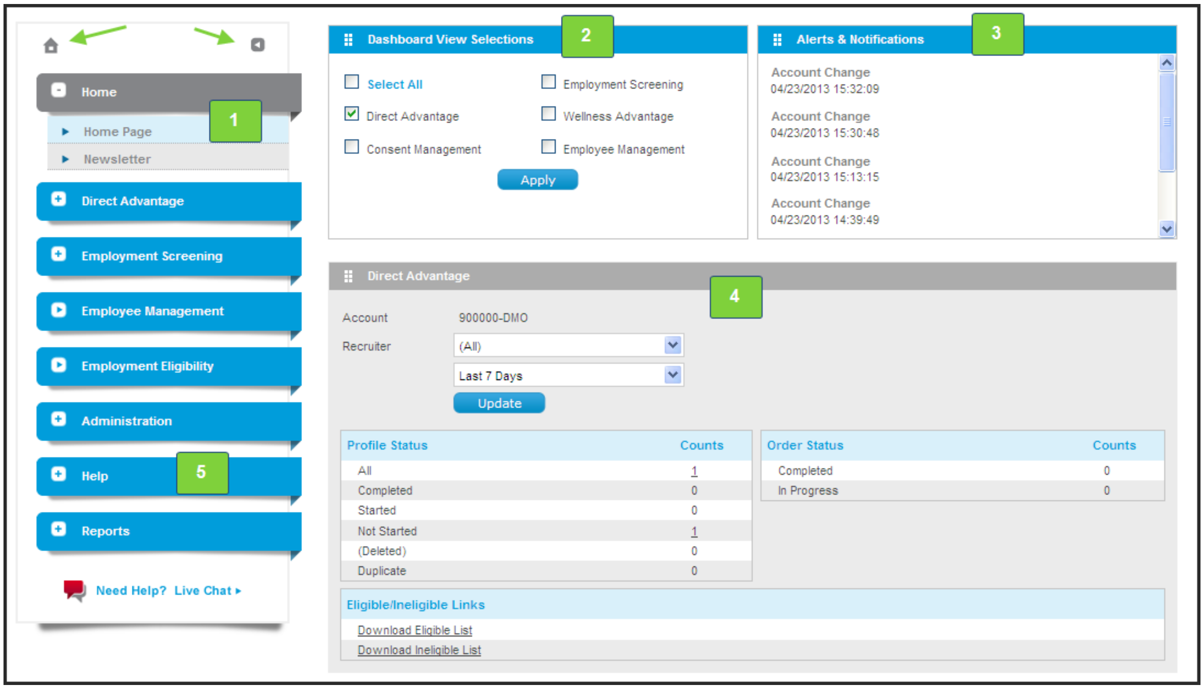
   NOTE: Your Client ID, User ID, and initial password will be provided to you by your company administrator. You will be required to change your password the first time you login. If you forget your password, click the Forgot Password link and follow the prompts to reset your password.

2. Click **Sign In**.



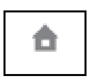
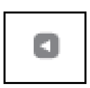
About the Enterprise Advantage Home Page

After logging in, you will see the Enterprise Advantage home page. **NOTE:** Features available on your home page may differ from those shown below.



The sections of the home page are described as follows:

1. **Navigation Panel** – This section provides access to various modules of Enterprise Advantage.

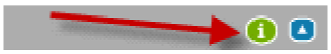
	You can always return to the home page from anywhere in the system by clicking the home icon located at the top of the navigation panel.
	If you need more screen space, you can collapse the navigation panel by clicking the left arrow. Click the right arrow to expand it again.

2. **Dashboard View Selections** – This section allows you to select which dashboard modules you want to display on your home page. Dashboards are useful tools to help you manage your recruiting processes more efficiently. To turn on or off display of a dashboard module, click the checkbox next to the module name.
3. **Alerts & Notifications** – This section displays system and account notices. To read an alert message, click on it.
4. **Direct Advantage Dashboard** – This section provides you with a summary of the current applications and background checks being processed. It allows you to review application and background check statuses for up to the past 90 days. Depending on your security level, the “count” links under Profile Status and Order Status provide quick access to the pertinent profile or order info.
5. **Help Menu** – This section provides information on how to get help with your Direct Advantage account. See *Getting Help* on page 4 for more information.

Getting Help

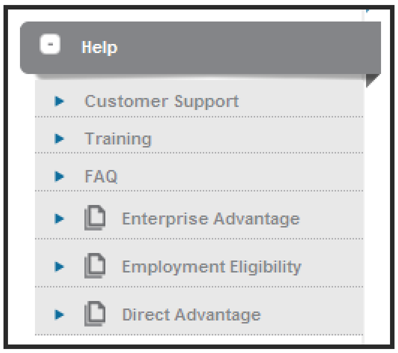
Pop-up Help Topics and Instruction Text

Pop-up help topics are located throughout the application. You can access these help topics by clicking on the "i" symbol located at the top of each page or section.



Help Menu

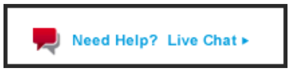
Additional help is available via the Help menu.



- The **Customer Support** option provides phone and email addresses for contacting customer support. You can also post your question via this link, and you will be contact by a customer service representative at the phone number or email address associated with your user profile.
- The **Training** option provides access to online training courses and Getting Started guides.
- The **FAQ** option provides access to the product documentation library. This option allows you to search the library for needed information, and/or submit a question to customer support.
- The options for **Enterprise Advantage**, **Employment Eligibility**, and **Direct Advantage** provide access to product user guides.

Live Chat

Live Chat allows you to interact in real time with a Customer Support Representative. To use Live Chat, click the Live Chat icon located near the bottom of the navigation panel on the Enterprise Advantage/ Direct Advantage website.



Fill out the required Live Chat fields and click **Submit** to initiate the Chat feature.

NOTE: Live Chat is available as follows:

- Monday - Thursday: 09:00 AM - 08:00 PM EDT
- Friday: 09:00 AM - 06:00 PM EDT
- Closed on Saturday and Sunday

Technical Support

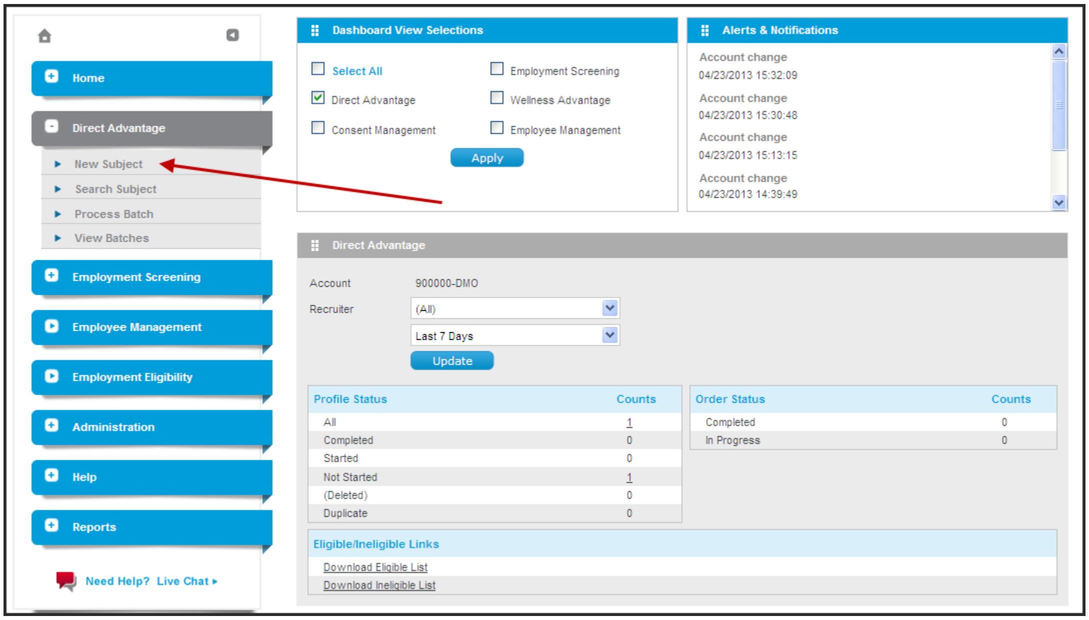
Should you need additional assistance, you can reach our technical support team as follows:

- Phone: 1-800-962-2091 (outside North America +1-678-694-2098)
- Email: employment.support@fadv.com

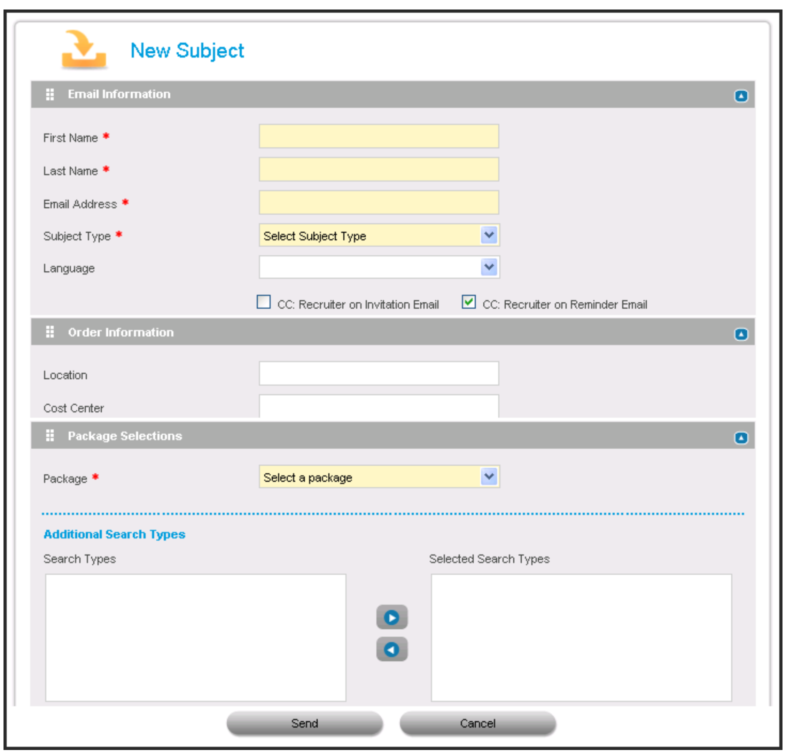
Adding a New Subject Profile

To start the recruiting process, you first add a new subject profile for the candidate.

1. Click **Direct Advantage** in the left hand navigation panel.
2. Click **New Subject** in the drop-down menu.

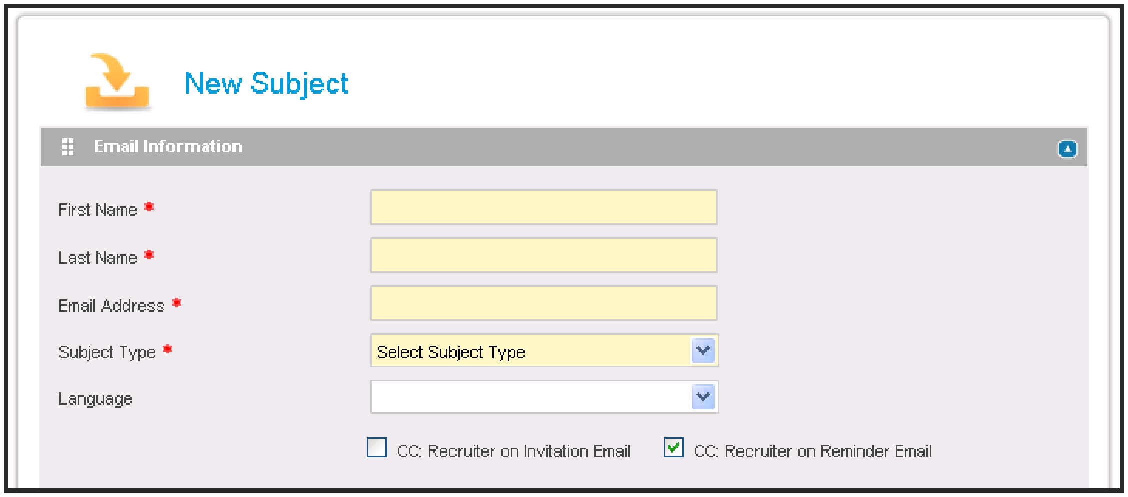


The New Subject screen appears:

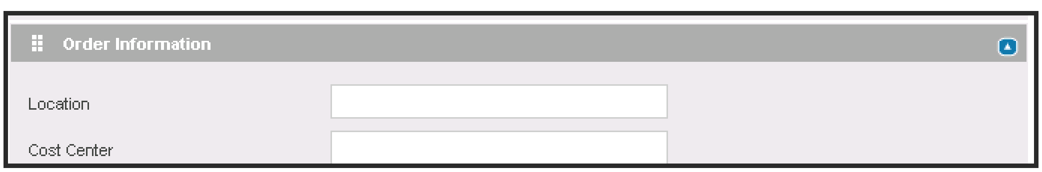


3. In the **Email Information** section of the New Subject screen, complete all required fields, as indicated by a red asterisk (*).

   - Enter a valid email address for the subject. This address will be used by the system to send the subject an invitation to complete their online application. It will also be the default communication method for follow-up correspondence with the subject.
   - Select the appropriate Subject Type (available options depend on account set-up)
   - If your account is set up to allow for different languages (default is U. S. English), select the appropriate language from the drop-down menu.
   - If you want a copy of the invitation and/or reminder emails sent to you, check the appropriate box (reminder email is checked by default).

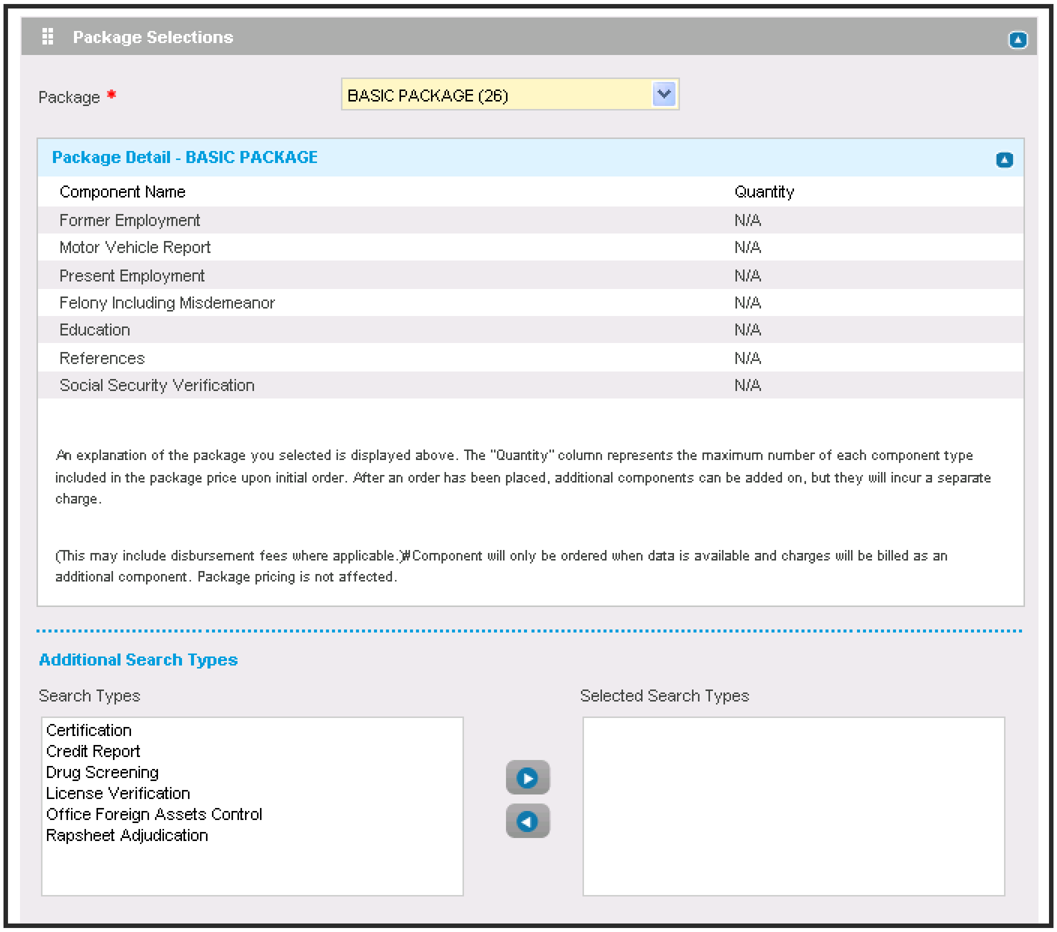


4. If your account is enabled to collect additional order information, enter the requested information in the **Order Information** section. **NOTE:** Field Labels and types are dependent on account set-up – your system may differ from the screen shown below. Some field types may be required, as indicated by a red asterisk (*).

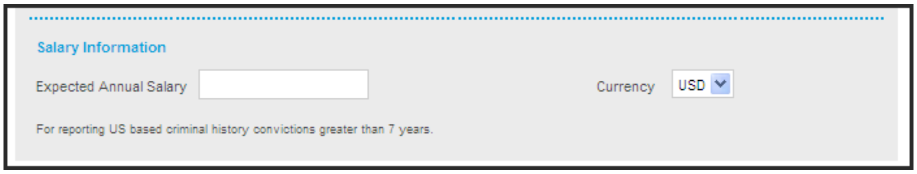


5. In the **Package Selections** section, select the type of search package you want to order for the subject. Once you select a package from the drop-down menu, the system will display the components included in that package. For more information, see *About Packages and Search Types* on page 13.

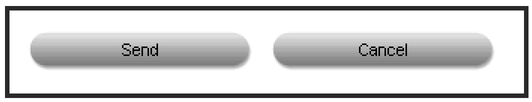
6. To add extra components to the search, select the desired item(s) from the Search Types list (under **Additional Search Types**). Click the right arrow to move the items to the Selected Search Types list. To remove the item from the Selected Search Types list, click the left arrow. You can also select/deselect items by double-clicking on them. **NOTE:** Additional Search Types will incur extra charges.



7. Once you select a package, the system will display a Salary Information section where you can enter the subject's expected annual salary. This information is used to ensure that reported records adhere to State and Federal guidelines regarding criminal history conviction records.



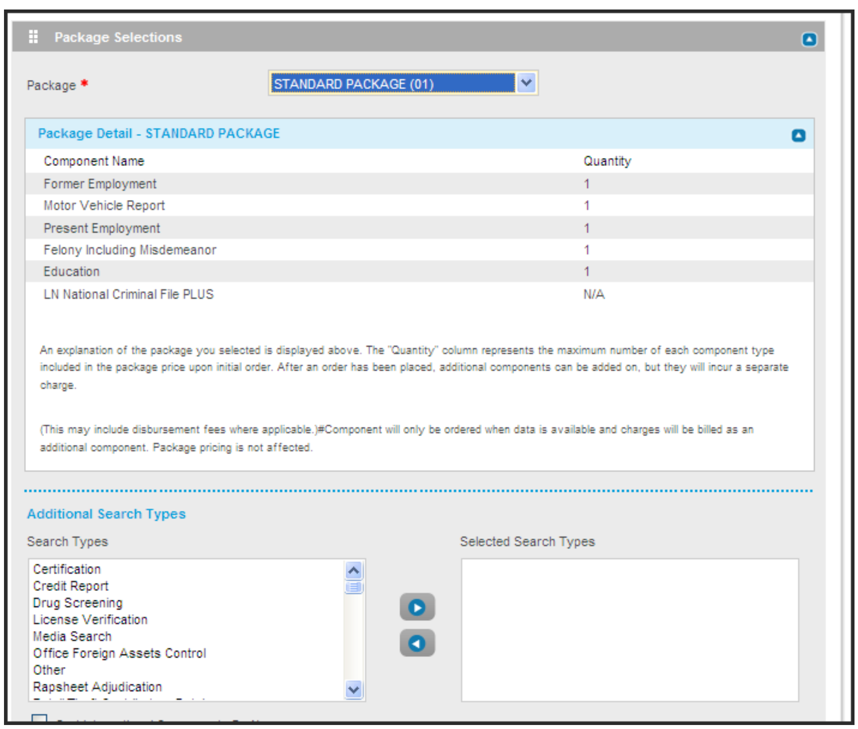
8. When you are ready to submit your order, click Send. To cancel your order and clear the screen, click Cancel.



About Packages and Search Types

To simplify ordering, Direct Advantage offers pre-defined assortments of search types, known as "Packages". Some common packages are Basic Package, Comprehensive Package, Expanded Package, Executive Level Package, Driver's Package, etc. See example below.

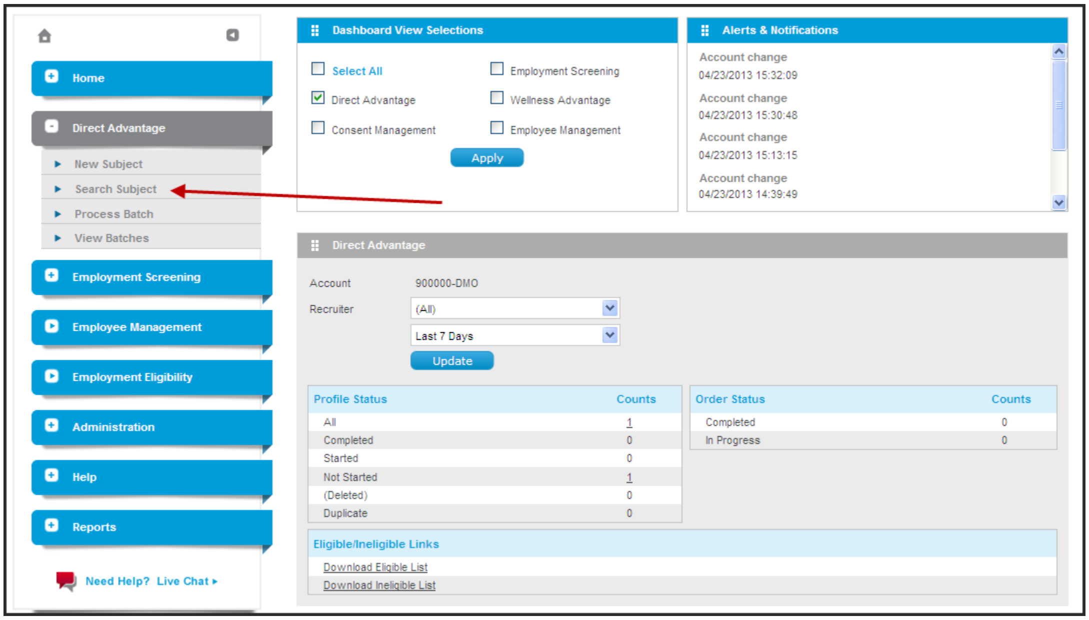
Each package contains components pertinent to that type of package, with available package types determined during account set-up. To see the search types (components) included in a specific package, select the package type from the New Subject screen. Most packages also allow you to add additional search types to the order. Available additional search types depend on the package type.



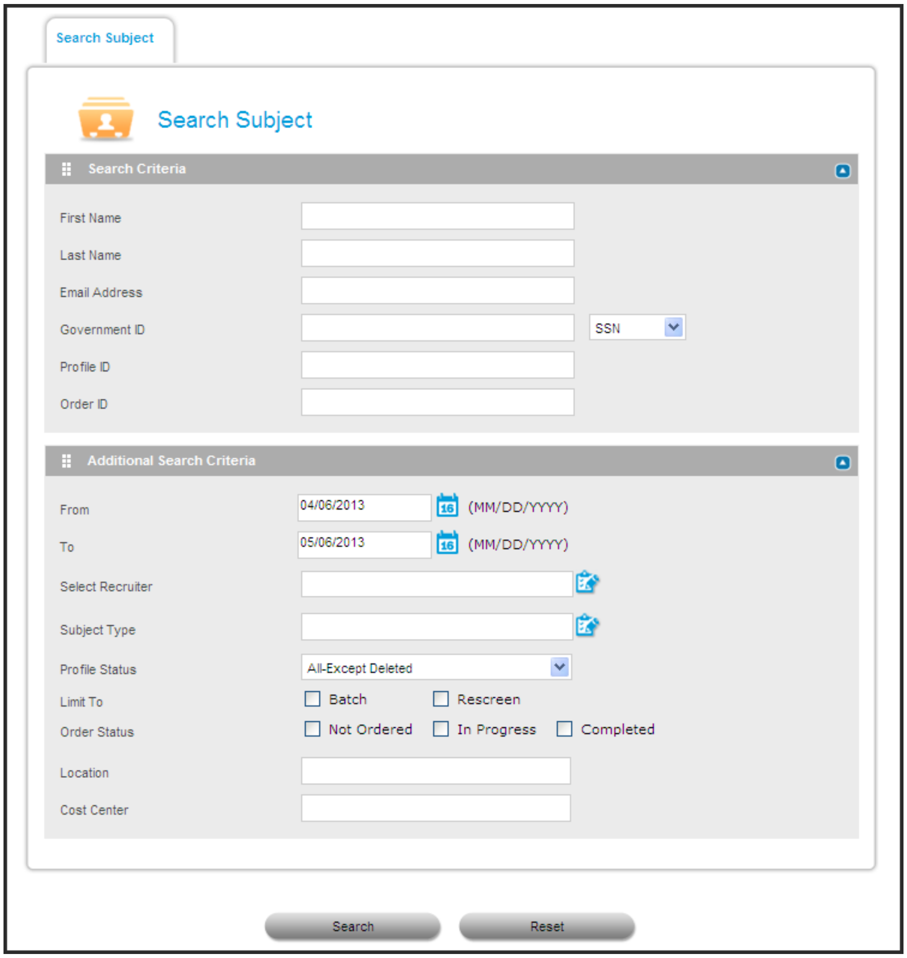
Searching for a Subject Profile

Search Subject allows you to find a subject in the system and track the progress of their application and searches.

1. Click **Direct Advantage** in the left hand navigation panel.
2. Click **Search Subject** in the drop-down menu.



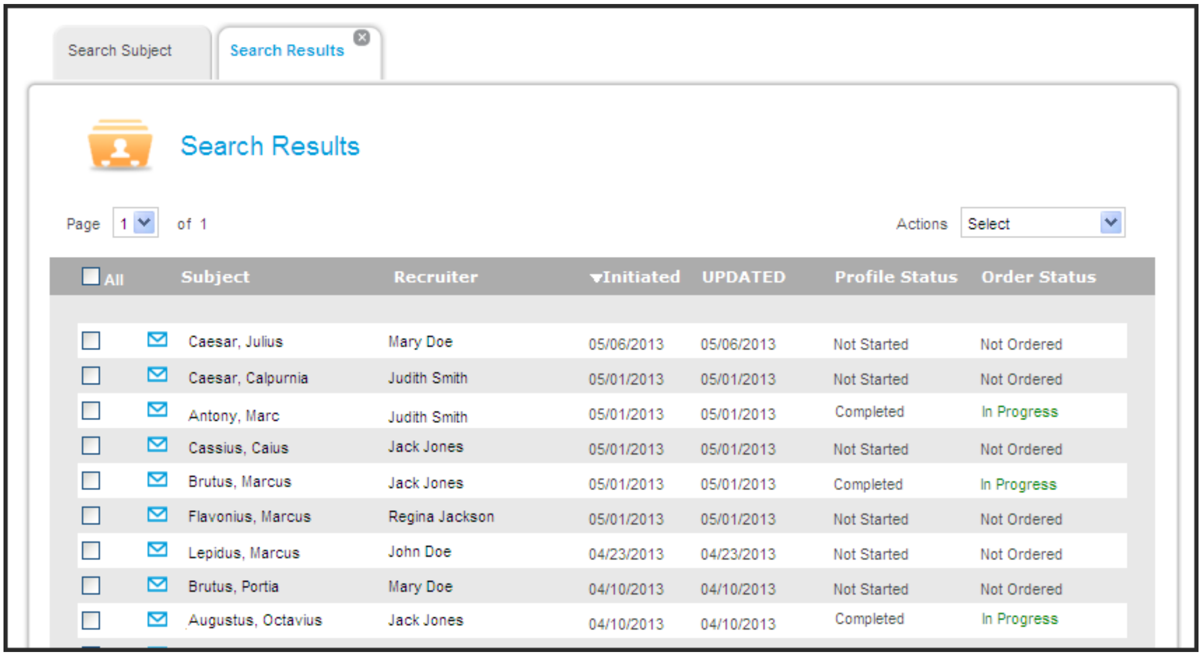
The Search Subject screen appears:



3. In the Search Subject window, enter your search criteria.
   - Any field with data in it will constrain the search to those parameters. If you cannot find the subject you are searching for, remove or revise some search parameters to broaden your search. Pay particular attention to date fields.
   - Date fields are based on when the subject was added to the system. All searches are limited to a 90 day window. The default date range for searches is the past 30 days, but you can search previous time frames as long as you specify a date range no greater than 90 days.
4. Click **Search** to start the search. Click **Reset** to clear your entries.

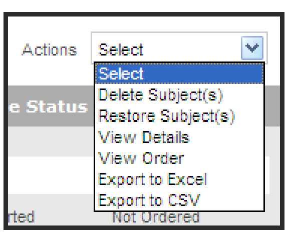
Viewing Search Results

Search results are displayed in a new tab alongside the Search Subject tab.



NOTES:

- Multiple results are pre-sorted based on the initiated (order) date. You can re-sort them as you wish by clicking on the desired column header (Subject Name, Recruiter Name, Initiated (Order Date), Updated (Date of Last Update), Profile Status, or Order Status). Click the column header again to change the sort order from descending to ascending and back again.
- The **UPDATED** field indicates the last date any activity was recorded on the subject's profile, such as invitation email sent or resent, profile status completed, search packages ordered / received, etc.
- To send an email to a subject, click the envelope icon next to Subject Name.
- You can use the **Actions** drop-down menu to perform the same action on multiple subjects. Click the checkbox beside their names and select the desired action from the drop-down.



  - **Delete Subject(s)** removes the selected subject profile(s) from active status in the system. The profile is not permanently deleted, but will show up in a search only if you select "Profile Status – Deleted". See *Deleting a Subject* on page20 for more details.
  - **Restore Subject(s)** allows you to change deleted subject(s) back to "active" status. See *Restoring a Subject* on page 20 for more details.

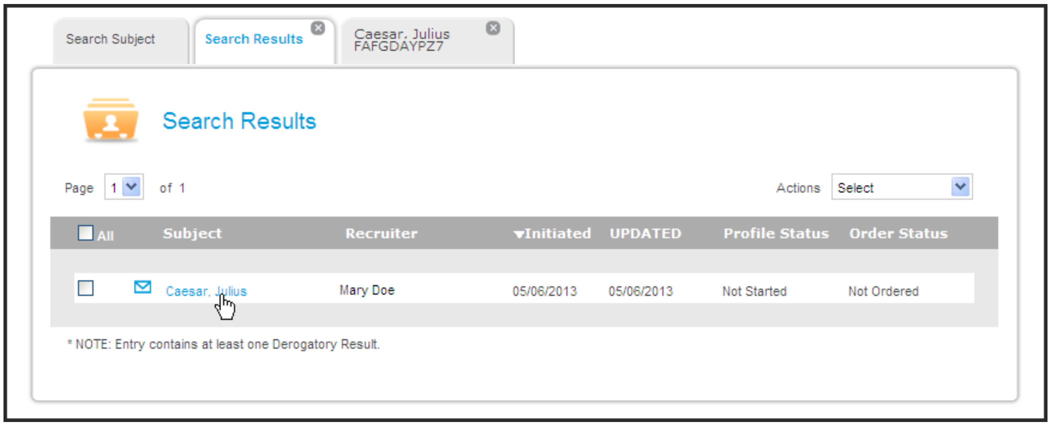
- **View Details** allows you to view profile details for the selected subject(s). If multiple subjects have been selected, each profile will open up in a new tab. See *Viewing a Profile* on page 18 for more information.
- **View Order** allows you to see if background search orders have been placed for the selected subject(s), and the order statuses.
- **Export to Excel** allows you to export info from the search results screen to an Excel file.
- **Export to CSV** allows you to export info from the search results screen to a comma delimited file.

Working with Subject Profiles

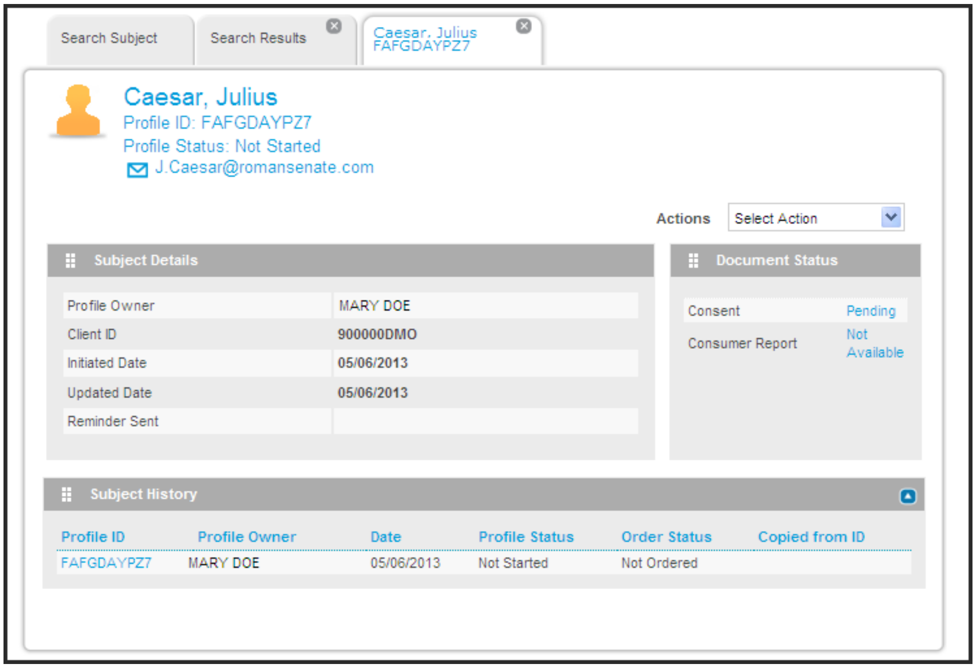
Viewing a Profile

The Subject Profile page allows you to review the subject's profile status (whether the subject has submitted any profile data), as well as the order status (whether search orders have been placed and their status). You can also perform various actions on the subject by using the Actions drop-down menu. See *Performing Actions on a Subject Profile* on page 19 for more information.

To view a subject's profile, click their name on the search results list.

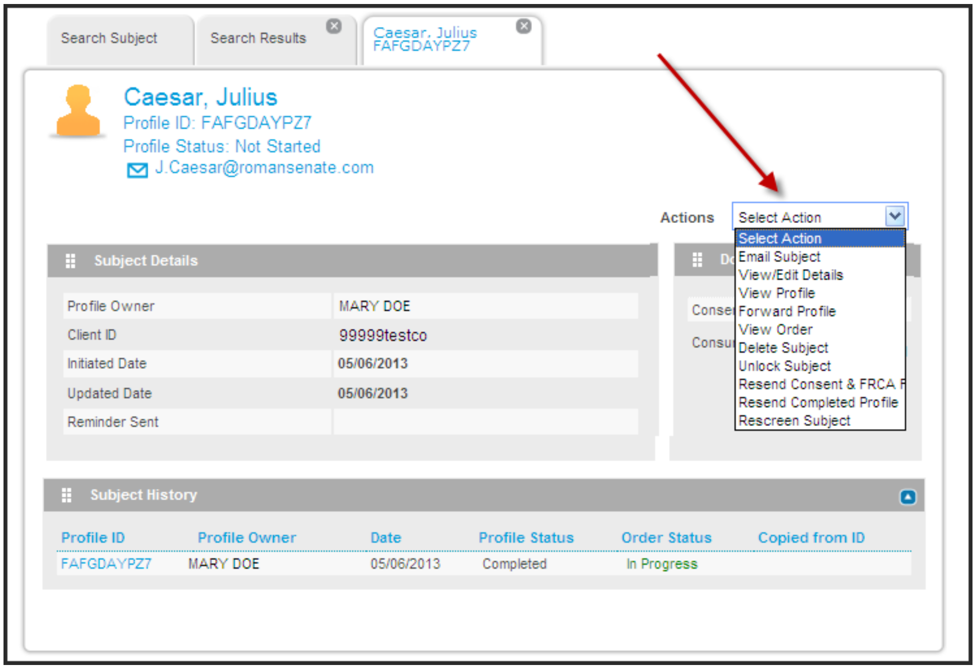


The profile screen displays in a new tab.



Performing Actions on a Subject Profile

To perform an action from a subject profile page, click the Actions drop-down menu and select the desired action.



NOTES: Available actions depend on your security rights and the subject's Profile Status.

- **Email Subject** allows you to send an email to the subject from your default email account.
- **Resend Invitation Email** will send another invitation email to the subject, inviting them to log on and complete their profile.
- **View/Edit Details** allows you to view or edit the subject's name, email address, and any additional order information your account is configured to collect.
- **View Profile** – allows you to view a subject's submitted profile information. When the View Profile screen opens, you can use the Go To drop-down menu to go to a specific section of the application. You can also use the Print drop-down menu to print part or all of the application.
- **Forward Profile** – allows you to forward a subject's submitted profile information.
- **View Order** – allows you to view the details of any search orders for the subject.
- **Delete Subject** allows you to remove the subject's profile from "active" status. See *Deleting a Subject* on page 20 for more details.
- **Unlock Subject** allows you to unlock a subject who has forgotten their password. See *Unlocking a Subject* on page 21 for more details.
- **Resend Consent & FCRA Form** allows you to resend the subject a copy of their signed consent form and the FCRA Summary of Rights.

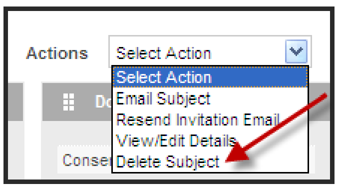
- **Resend Completed Profile** – allows you to resend a subject a PDF summary of their completed profile, signed consent form, and FCRA Summary of Rights.
- **Rescreen Subject** – allows you to rescreen a previously screened subject. See *Rescreening a Subject* on page 21 for details.

Advanced Actions

Deleting a Subject

Use the following procedure to delete a subject.

1. Locate the subject's profile using the Search Subject feature.
2. From the profile page, select **Delete Subject** from the Actions drop-down menu.

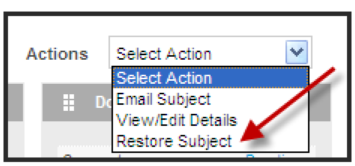


NOTES: Deleted subject profiles are removed from active status in the system, but they are not permanently deleted. They will show up in a search only if you select "Profile Status – Deleted" as a search criteria.

Restoring a Subject

Use the following procedure to restore a deleted subject to active status in the system.

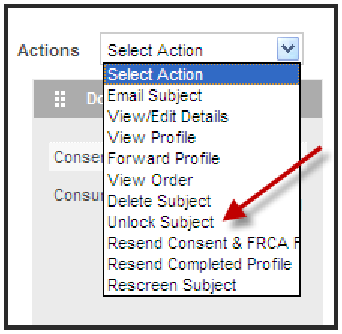
1. Locate the subject's profile using the Search Subject feature.
2. From the profile page, select **Restore Subject** from the Actions drop-down menu.



Unlocking a Subject

Use the following procedure to unlock a subject who has forgotten their password.

1. Locate the subject's profile using the Search Subject feature.
2. From the Profile page, select **Unlock Subject** from the Actions drop-down menu.



3. Click **Unlock** to Confirm.

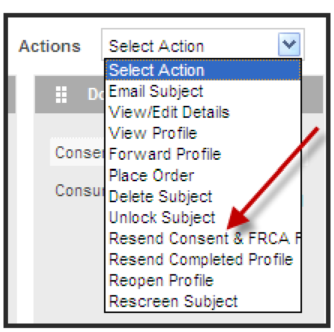
NOTES:

- The subject's password will be reset and a new email sent, directing the subject to log on and complete their profile.
- The subject will be required to register a new password and security question.
- If the subject has entered/saved data on their profile, the data will be retained once the subject registers on the new link.
- The Unlock action creates a new application link retaining the original link's expiration date, therefore it is useful only while the application is NOT expired.

Resend Consent & FCRA Form

Use the following procedure to send the subject an electronic copy of their signed consent form and the FCRA Summary of Rights.

1. Locate the subject's profile using the Search Subject feature.
2. From the Profile page, select **Resend Consent &FCRA Form** from the Actions drop-down menu.

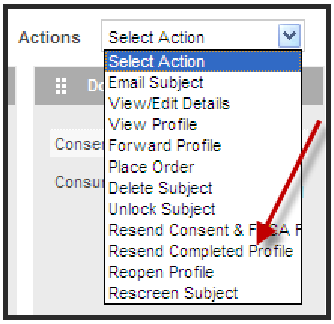


3. Click **Resend Email** to confirm.

Resend Completed Profile

Use the following procedure to resend a copy of the completed profile to the subject.

1. Locate the subject's profile using the Search Subject feature.
2. From the Profile page, select **Resend Completed Profile** from the Actions drop-down menu.



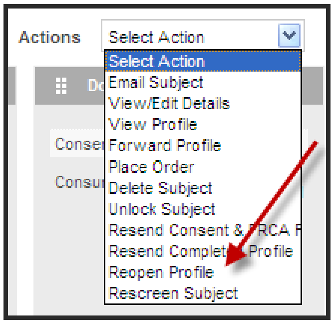
3. Click **Send Email** to confirm.

NOTE: A copy of the subject's signed consent form and the FCRA Summary of Rights will be sent along with the profile.

Reopen Profile

Reopen Profile allows you to reset a profile status from "Completed" to "Started", and send an email to the subject, inviting them to log in to update and resubmit their profile information.

1. Locate the subject's profile using the Search Subject feature.
2. From the Profile page, select **Reopen Profile** from the Actions drop-down menu.



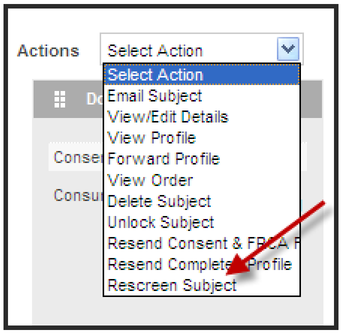
3. Click **Reopen Profile** to confirm.

Rescreening a Subject

Rescreen Subject is a notification process that reminds you to rerun a background check on a subject whose report is about to expire.

Use the following procedure to rescreen a subject.

1. Locate the subject's profile using the Search Subject feature.
2. From the Profile page, select **Rescreen Subject** from the Actions drop-down menu.



3. Click **OK** to Confirm.
4. The New Subject Screen will open, with subject's name and email address pre-populated. Edit the subject's contact information as needed and complete all other pertinent fields.
5. Click **Send** to submit the Rescreen information and resend an invitation email to the subject.

Working with Batch Files

The Batch Ordering function allows you to create profiles for multiple subjects at the same time. This can be helpful if you have a list of new subject names, such as from a job fair.

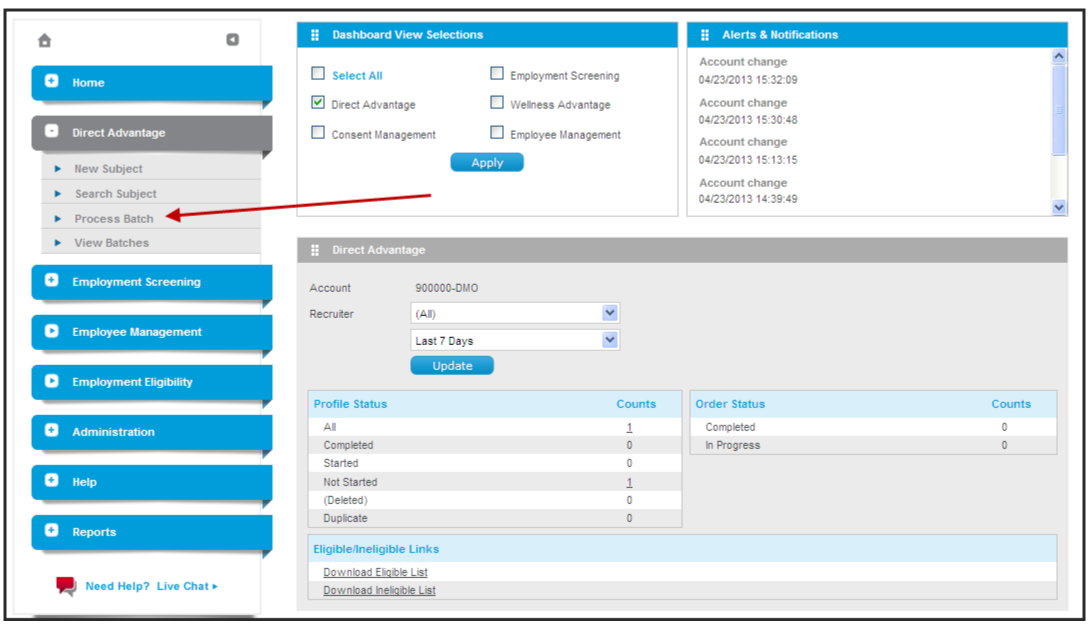
NOTES:

- The Batch Ordering feature is dependent on account set-up and security rights.
- You can only specify one package type per batch order. You can add additional search components after specifying a package type, but all selections will apply to all subject profiles in the batch.
- Batch data must be entered using an approved template. Always download a batch template from the Batch Processing section of the site to ensure you are using the correct template for the specified package / additional search components.
- Upload maximum is 500 lines of data.

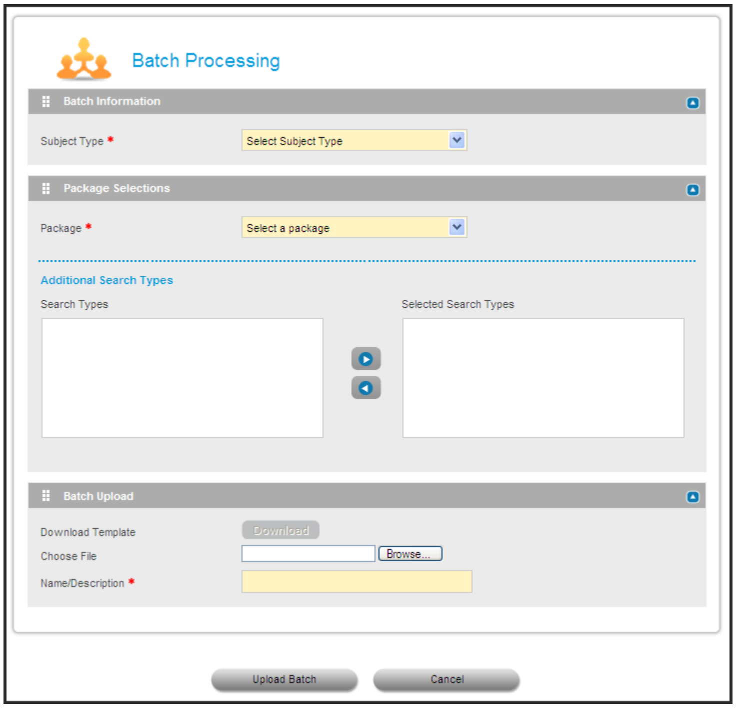
Processing a Batch

Use the following procedure to send a batch file to the system.

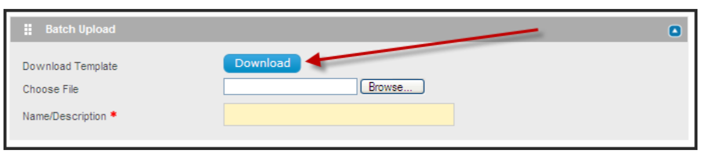
1. Click **Direct Advantage** in the left hand navigation panel.
2. Click **Process Batch** in the drop-down menu.



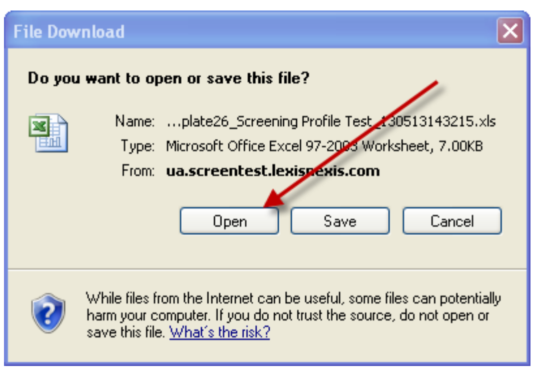
The Batch Processing Screen will appear:



3. Select the **Subject Type** from the drop-down menu.
4. Select the **Package** and add any additional search types.
5. Click **Download**.



6. When the File Download window appears, click **Open**.



- When the Excel batch template opens, review the information on the *Template Instructions* worksheet, and then enter your data on the *BatchInvitations* worksheet. **NOTE:** Required fields on the *BatchInvitations* worksheet are denoted by red column headers.

7. Save your completed Excel file with a name and to a location on your computer you will remember. **NOTE:** Batch files must be in .xls (Excel 97-2003) format – files uploaded in .xlsx format will be rejected.
8. In the Batch Upload section of the Direct Advantage Batch Processing screen, click **Browse**, and select your batch file.
9. Enter a name for your batch file in the Name/Description field.
10. Click **OK** to confirm, or **Cancel** to return to the previous screen.

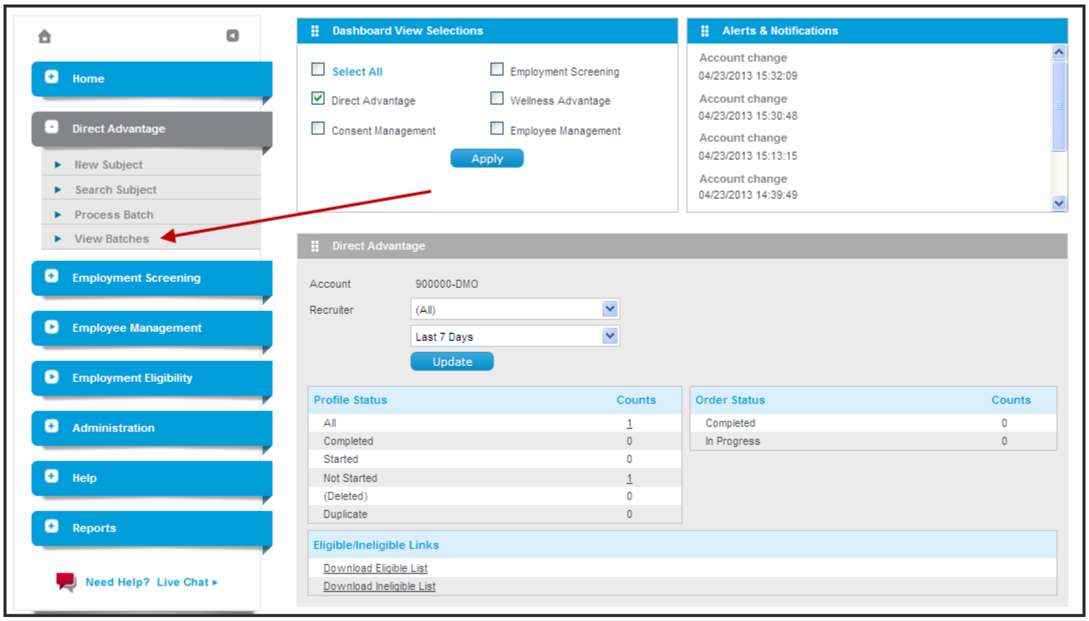
    NOTE: If there are errors in your batch file, you will receive an auto-generated email advising you of the errors. See the following section, *Viewing Batches* , for information on how to correct and resubmit rejected data.

Viewing Batches

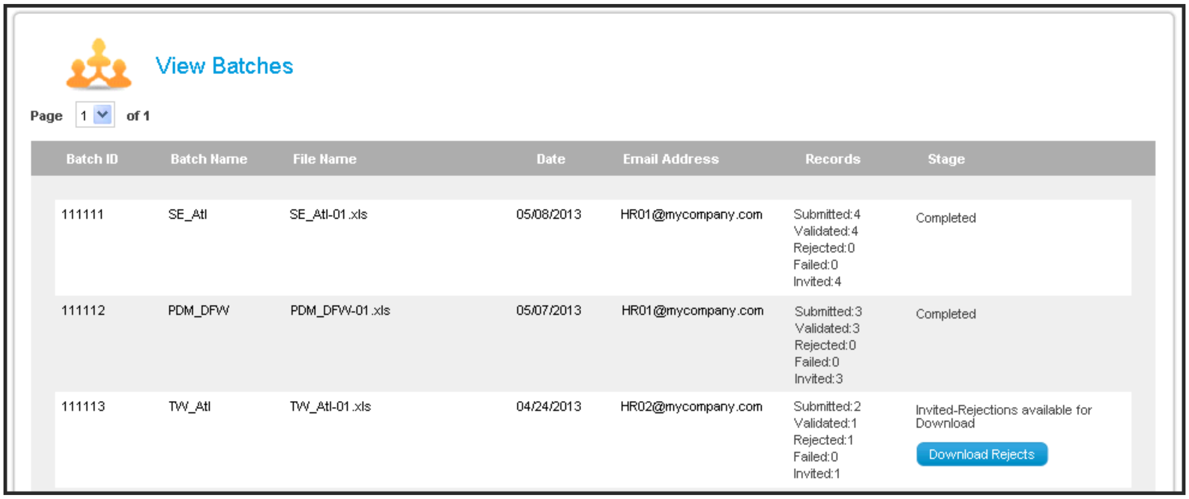
The View Batches feature allows you to see a list of submitted batches, along with the batch summary and processing stage.

Use the following procedure to view batches.

1. Click **Direct Advantage** in the left hand navigation panel.
2. Click **View Batch** in the drop-down menu.



The View Batches screen appears:



NOTES:

- The batch list is sorted by default according to date, with the most recent batch at the top. You can sort the list as you wish by clicking on the appropriate column header (Batch ID, Batch Name, File Name, Date, Email Address, Records, or Stage).
- If the list contains more than one page of batches, you can move through the pages using the page drop-down menu at the top of the list.
- For descriptions of info contained on the batch list, see the Glossary on page 29.

Resubmitting Rejected Data

Batch files that contain rejected data will be indicated by a **Download Rejects** button. Click the button to view the rejected data. You can then correct the file and resubmit it.

NOTES:

- The downloaded Rejects file will contain only the data that was rejected. This is the only data that you need to resubmit – data that was not rejected has been accepted by the system and does not need to be resubmitted.
- Be sure to give the resubmitted file a different filename from the original batch filename

Glossary

Account – the unique identification number assigned to your account during system set-up. Also known as Client ID.

Batch – a group of files containing subject or order information submitted at the same time to Direct Advantage

- **Batch Template** – an Excel template used for batch submission. Batches must use approved templates available from the Direct Advantage Batch Processing module.
- **Batch ID** – the unique identification number assigned by the system to a submitted batch file
- **Batch Name** – the name given the batch by the individual submitting it
- **Batch Filename** – the actual filename of the submitted batch
- **Batch Record Summary** – an overview of the batch status
  - **Submitted** – number of records included in the batch
  - **Validated** – number of records in the batch with valid data in all required fields, including valid email address).
  - **Rejected** – number of records in the batch that were rejected. Possible reasons include required field not populated; invalid data; duplicate record on file (including email address); file not in .xls format (batch files must be submitted in .xls format (Excel 97-2003); .xlsx format (Excel 2007 and newer) is not accepted).
  - **Failed** – number of records in the batch that failed during upload. Possible reasons include invalid email address.
  - **Invited** – number of email invitations generated.
- **Batch Stage** – current phase of processing for the batch
  - **Completed** – all records in the batch were validated and invitations generated.
  - **Invited – Rejections available for download** – some records in the batch were validated and email invitations generated, but some records were rejected
  - **Processing** – system is still validating data in the batch and generating email invites
  - **Rejected due to previously uploaded file of same name** – the batch file had same name as a previously submitted file
  - **Rejected due to empty data file** – batch file contained no data
  - **Rejected due to unrecognized file format** – the batch file was not in .xls format. **NOTE:** Batch files must be submitted in .xls format (Excel 97-2003); .xlsx format (Excel 2007 and newer) is not accepted.
  - **Rejected due to invalid headers** – the batch file contained invalid column headers

Client ID – the unique identification number assigned to your account during system set-up. Also known as Account Number.

Component – individual parts of a search package (for example, Motor Vehicle Report, Credit Report, Felony including Misdemeanor, etc.)

Company Administrator – the individual at your company designated as the Direct Advantage system administrator. Company Administrators have full security rights for their designated accounts.

Consent – the signed legal consent form that must be received from a subject before a background search can begin

Consumer Report – a communication from a consumer reporting agency regarding a consumer's credit worthiness, credit standing, credit capacity, character, general reputation, personal characteristics, and/or mode of living, which is used to help determine the consumer's eligibility for credit, insurance, employment, tenancy, etc.

Document Status – the current status of various documents associated with the Subject's profile, such as whether a signed consent has been received or whether a consumer report is available for the candidate. Possible options include:

- **Accepted** – subject's signed consent form has been received
- **Pending** – subject's signed consent form has not yet been received
- **Not Requested** – a consent form has not been requested
- **Not Available** – the subject has not completed their profile

Government ID – type of government issued identification card (Social Security Number, Passport, or other Government ID such as military ID, etc.)

Instant Order – a type of Direct Advantage account where background search packages and add-ons are specified for a subject before the invite email goes out. Once the completed application is received from the subject, the system automatically orders the specified background searches. **Note:** Account type is determined during account set-up.

Language – defines if the invitation email and site the subject is directed to for completing their online profile is in the subject's local language. **NOTE:** This feature depends on account set-up.

Order ID – a unique identification number assigned by the system to a background screening order

Order Status – indicates if package orders have been placed and their status.

- **Not Started** – package orders have not yet been placed
- **In Progress** – package orders are in progress
- **Completed** – all package orders are complete

Package – a pre-defined assortment of search components, such as Basic Package, Comprehensive Package, Executive Level Package, Driver's Package, etc., with each package containing search types pertinent to that type of package. Available package types are determined during account set-up.

Password – the secret word or string of characters used for user authentication

Profile ID – a unique identification number assigned by the system to a subject's profile

Profile Status – indicates current status of the subject's profile

- **Not Started** – subject has not submitted any profile info
- **Started** – subject has submitted some but not all profile info
- **Completed** – subject has submitted all required profile info including signed consent form
- **Deleted** – subject's profile has been deleted
- **Deal Broken** – not implemented at this time
- **Subject Blocked Date Range** – available only for certain accounts with this feature enabled
- **Duplicate** – duplicate subject profile already on file

Recruiter – your company's internal Direct Advantage users (whether they are actual recruiters, HR generalists, compliance specialists, security coordinators, etc.)

Rescreen – a notification process that reminds you to rerun a background check on a subject with a report that is about to expire

Reviewed Order – a type of Direct Advantage account where background search packages and add-ons are specified and ordered after the subject's completed application has been received. **Note:** Account type is determined during account set-up.

Search Type – a type of search, such as Credit Report, Drug Screening, Alcohol Screening, Employment or Education Verification, Social Security Verification, etc.

Security Rights – determines which system features are available to a user. Security rights can be changed only by the company administrator

Subject – an applicant or candidate

Subject Type – the workflow of forms presented to subjects when they are completing their profile. Available Subject Types are determined during account set-up.

User ID – a unique identification name assigned to a specific user. User IDs are assigned by the company administrator.