



First Advantage

Viewing a Background Check

How to Use Your First Advantage Account

Once your background check has been ordered through Aspen iRecord®, you will want to access the report in First Advantage. This document will walk you through logging in and accessing the report.

Step One: Log into your FADV Contractor Advantage portal via the URL:

<https://ca.fadv.com/CA/welcome.do?aspengrove>

If you do not have a log in, have been locked out or are experiencing issues logging in, reach out to FADV Customer Care at 1-844-535-3217 OR Contractor.Platinum@fadv.com. You will need to provide your company name, account number *if you have it* (878759 followed by a three-digit alpha suffix) and indicate that you are a customer of “Aspen Grove Solutions”.

Step Two: Select the “People” tab at the top of the page and select “Search People”. You can specify individual criteria to look up a person OR leave blank and select “SEARCH” to find everyone.



First Advantage®

Home	> Vendor	> People	> Report	> Administration
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People Search for : ASPEN GROVE SOLUTIONS

Search by First Name, Last Name, SSN, or any of the fields shown below. To search for all , leave the fields blank and click 'Search'. T

Vendor Name:

First Name:

Last Name:

Compliance Status:

Compliance Expires:

SSN:

Person Status:

Type:

Vendor Status:

User Field 1:

User Field 2:

Search By Date:

CID:

SEARCH



The information will populate with a header to show pertinent information such as Name, Status, Masked SSN, Order Date, Completed Date, Request ID and Company Name.

Step Three: The “Name” field will be in Blue – this is a hyperlink. Select the hyperlink.

SEARCH

4 found. Displaying Results.

Name	Compliance Status	Compliance Expires	SSN	Person Status	Order Date	Completion Date	User Field 1	User Field 2	Type
Doe, John	Compliant		XXXXX5111	Active	05/20/2016	05/24/2016	fd88f40a-f40d-4cf8-9dfb-14318e7aa7e0	fd88f40a-f40d-4cf8-9dfb-14318e7aa7e0	Employee

This will display the person’s detail and generic case score which is highlighted in BLUE.

You will then have option to release the IC Score in Aspen iRecord®

First Name: John
Middle Name:
Last Name: Doe
Suffix Name:
SSN: XXXXX5111
Date of Birth: 05/20/XXXX
Email:
Type: Employee
Status: Active
Address 1: 123 Fake St
Address 2:
City: Beverly Hills
State/Province: California
Zip/Pin Code: 90210
Country: UNITED STATES OF AMERICA

User Field 1: fd88f40a-f40d-4cf8-9dfb-14318e7aa7e0
User Field 2: fd88f40a-f40d-4cf8-9dfb-14318e7aa7e0

Self Reported Convictions:

- [EDIT INFORMATION](#)
- [BEGIN ORDER PROCESS](#)
- [PRINT CONSENT FORM](#)
- [RELEASE IC STATUS](#)
- [DO NOT RELEASE IC STATUS](#)

Compliance Expires:
Compliance Status: **Compliant**

Step Four: To view the full report, click on the “Case Score” hyperlink.

Fully credentialed customers will have access to the full report detail by selecting the Case Score hyperlink. If you are unable to see the section (example below) and need to access the background report, please reach out to the FADV Credentialing Team at cred@fadv.com.

Order Date	Complete Date	Package Name	
05/20/2016	05/24/2016	21-D Standard Package	Yes

Order Ref Id	Service	Order Status	Complete Date	Case Status	Case Score
88119480	Background	CONFIRMED	05/24/2016	Completed	Eligible

Troubleshooting – if you are unable to pull up the report after selecting the hyperlink, *check your pop up blocker as it will need to be turned off.*