

# First Advantage

## Onboarding and Quick Reference Guide

**Step 1**  
Register Your Business

**Step 2**  
Validate Your Business

**Step 3**  
Place Your Orders



### Recommendation:

Prepare the following key materials to complete the registration process.

- ✓ Legal Business Name and Address
- ✓ Contact Information for a Designated Primary Contact
- ✓ Contact Information for a Designated Billing Contact

## Let's get started!

### Step 1: Register Your Business

As the individual registering your business, you will first need to set up your personal User ID and Password. Please take note of these credentials. You will need this information going forward to access your personal web portal.

### Step 2: Validate Your Business

After you've created your own User ID, you will need to validate your business with First Advantage. This is part of conducting business with the MSP.

The business account you create provides exclusive access to our discounted pricing and allows you to background screen individuals working on behalf of the MSP. The implementation process is automated and typically takes a day to establish your account.

### Step 3: Place Orders

To begin placing orders, you will be asked to provide the Name (First, Middle and Last) and Email Address of the individuals you wish to background screen. First Advantage will then generate a personal invitation to collect the information necessary to complete the screen per the MSP policy.

Questions?

Please feel free to contact us anytime at:  
Email: [suppliersupport@fadv.com](mailto:suppliersupport@fadv.com)  
Call: 866.277.2135

[fadv.com](https://fadv.com)

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### Who to Call Guide

This quick and easy guide will provide options and answers to some frequently asked questions. Give us a call or email. We are here to help!

Contact	Roles & Responsibilities
<p><b>Customer Care (US and Canada)</b>  <b>Support Hours:</b>            Monday – Friday 8am to 8pm EST            Phone: 866-237-2135 (US and Canada)            Email:  <a href="mailto:Xtdforcecustomercare@fadv.com">Xtdforcecustomercare@fadv.com</a></p>	<ul style="list-style-type: none"> <li>• Report /results status inquiries: including, dates of completion, reason for delay, clarification on results, adjudication clarification or to provide additional information</li> <li>• Assistance when entering cases or technical assistance</li> <li>• User maintenance: Including password assistance, adding or removing a user, changing or updating a user profile</li> <li>• General questions and common day-to-day tasks</li> </ul>
<p><b>Customer Care Escalations:</b>  <b>First Tier Escalation – please send to:</b>  <a href="mailto:CustomerCareEscalations@fadv.com">CustomerCareEscalations@fadv.com</a></p>	<ul style="list-style-type: none"> <li>• Further escalation needed after initial care interaction</li> <li>• Issues not responded to or fully resolved within agreed upon time period (some issues take more than 24hrs which will be communicated)</li> <li>• Recurrent issues for which first line of support has proven unsatisfactory</li> </ul>
<p><b>Drug Testing Support:</b>  <b>Support Hours:</b>            Monday – Friday: 8am to 8pm EST            Phone: 866-237-2135 (US and Canada)            Email:  <a href="mailto:Xtdforcecustomercare@fadv.com">Xtdforcecustomercare@fadv.com</a></p>	<ul style="list-style-type: none"> <li>• Drug screen inquiries and protocol issues</li> <li>• Chain of custody requests</li> <li>• Adding new locations</li> <li>• After-hours collection needs</li> <li>• Client contact-positive drug screens</li> <li>• Applicant contact</li> <li>• Schedule drug screen-check status</li> <li>• Breath and alcohol test questions and results</li> </ul>
<p><b>Supplier Support</b>  <a href="mailto:SupplierSupport@fadv.com">SupplierSupport@fadv.com</a></p>	<ul style="list-style-type: none"> <li>• Management of key escalations</li> <li>• Complex issues and trends</li> <li>• Configuration changes</li> <li>• Technical/integration failures</li> <li>• Day to day program admin</li> <li>• Review of Metrics and trends</li> <li>• Reporting</li> <li>• Internal process administration</li> </ul>
<p><b>Customer Credentialing</b>  <b>Support Hours:</b>            Monday – Friday: 8am to 8pm EST            Email: <a href="mailto:Cred@fadv.com">Cred@fadv.com</a></p>	<ul style="list-style-type: none"> <li>• Your business must be credentialed in order to view full report details and perform adjudication. Within ~24 hours after you register online, the First Advantage credentialing team will send you an email with next steps. <b>Please reply to that email in a timely manner</b></li> <li>• Questions about the credentialing process.</li> <li>• Assistance with GetVerified</li> <li>• Contact Credentialing if you haven't received your email (<b>check your junk/spam folder first</b>)</li> </ul>

**We truly appreciate your business and value you as a First Advantage Customer!**