



**First Advantage**

A Symphony Technology Group Company

# Little League International User Guide for Vendors

November 2013

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## Introduction

This guide provides you with key information for using the Little League background check website for the most-frequently-used features: ordering background reports and managing users.

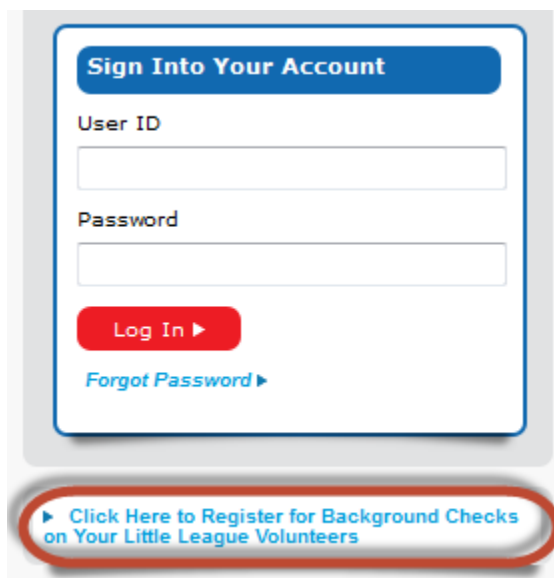
If you need assistance, please contact the First Advantage customer support team by telephone or email at 1-866-399-6647 or [employment.support@fadv.com](mailto:employment.support@fadv.com).

## Register a New League

To access the website, enter the URL provided to you by First Advantage in your browser's address bar. The URL is case-sensitive; enter upper and lower case letters exactly as they appear on your notification. For future reference, bookmark or add the URL to the favorites in your browser.

Before you begin using the system, you must register your vendor account.

1. Select the link below the login page fields.



2. Enter and validate your League ID.

### League Registration

**Please complete the information below for consideration**

If you have already registered and do not remember your user id and password, DO NOT REGISTER AGAIN. If you need assistance logging in, contact Customer and Technical Support at 1-866-237-2135.

\* League Id   ←

- a. If the League ID is already registered to another owner, you will be prompted to register as the league owner. Select the **click here** hyperlink to access the Change Request Form.

### League Registration

**Please complete the information below for consideration**

If you have already registered and do not remember your user id and password, DO NOT REGISTER AGAIN. If you need assistance logging in, contact Customer and Technical Support at 1-866-237-2135.

\* League Id 209676  ←

An account already exists for the League ID you provided and is registered to an individual with the last name of Lander. If you are this person, and have forgotten your password you may contact Customer Support at 1-866-399-6647 to help reset your password. If you are not identified as the current owner, the League ID must be registered in your name. Please [click here](#) to register as the league owner.

- b. Complete the Change Request Form, then select **Submit Request**.

3. Create a user ID and password and complete the other sections of the registration form.

Note: Required fields are indicated by an asterisk (\*).

The screenshot shows the 'League Registration' page for First Advantage. At the top left is the First Advantage logo. The page title is 'League Registration'. Below the title, there is a note: 'Please complete the information below for consideration. If you have already registered and do not remember your user id and password, DO NOT REGISTER AGAIN. If you need assistance logging in, contact Customer and Technical Support at 1-866-237-2135.' The form is divided into several sections: 1. 'League profile' section containing: '\* League Id' (text input), 'Validate League ID' (button), '\* Create Your User ID' (text input, note: '8 to 30 characters in length (A-Z, a-z, 0-9)'), '\* Password' (text input, link: 'Password rules'), '\* Re-Enter Password' (text input), '\* Secret Question' (dropdown menu), and '\* Secret Answer' (text input). 2. 'League Information' section containing: '\* League Name' (text input), '\* Type of Business' (dropdown menu), 'SSN' (text input), 'Country' (text input, value: 'United States Of America'), '\* Address 1' (text input), 'Address 2' (text input), and '\* City' (text input).

In the Primary Contact Information section, enter the information for the person at your firm who will be the primary contact for screening activities. Note that a valid email address is required for the primary contact.

4. Read and electronically sign and date the Background Screening Services Agreement. Then, select **AGREE AND SUBMIT REGISTRATION**.

The screenshot shows a document titled 'FIRST ADVANTAGE ENTERPRISE SCREENING CORPORATION BACKGROUND SCREENING SERVICES AGREEMENT'. The document text includes: 'This Background Screening Services Agreement (the "Agreement") by and between First Advantage Enterprise Screening Corporation, a Delaware corporation, with its principal place of business at 1100 Alderman Drive, Alpharetta, GA 30005 ("Service Provider") and the undersigned ("Client")', 'RECITALS', 'WHEREAS, Client desires to purchase from Service Provider, and Service Provider desires to provide to Client, certain Contractor Advantage services specified herein on the terms and conditions herein stated, NOW, THEREFORE, in consideration of the premises and the mutual covenants herein contained, Client and Service Provider hereby agree as follows:', and '1. Scope of Services. Client may order consumer reports ("Reports") from Service Provider for "employment purposes", as that term is defined under the Fair Credit Reporting Act 15 USC 1681 et. seq. ("FCRA") including but not limited to: evaluating the subject of the report. ("Consumer") for employment, promotion, reassignment or retention as an employee, volunteer or as an independent contractor ("Employment Purpose"). Client certifies that Client will order and use Reports for Employment Purposes only and for no other purpose. Service'. Below the text is the 'ELECTRONIC SIGNATURE' section, which states: 'I hereby consent to the use of my electronic signature to execute this agreement. Additionally, I acknowledge that I completed this electronic agreement and read, understand, accept and agree with the attestations contained therein and adopt the letters, sounds or symbols used for my electronic signature to officially sign this electronic agreement. Furthermore, the letters, sounds or symbols used for my electronic signature of this electronic agreement are intended to be used as my official signature of the document and I agree to be bound by this electronically executed form as if I manually executed this electronic agreement. Additionally, I represent that all of the information provided on this agreement is complete and accurate.' There are two red arrows pointing to the 'Electronic Signature' text input field and the 'AGREE AND SUBMIT REGISTRATION' button. Below the signature section is a 'Today's Date' field with the value '10/31/2013' and a 'Hardware and Software Requirements' section stating: 'User must use Internet Explorer 6 or later browser, which supports 128 bit SSL encryption. I hereby represent that I have the minimum requirements necessary as described above.'

5. Review the registration information to verify its accuracy. If you need to correct anything, select **GO BACK**. If all information is correct, select **CONFIRM**.

- Once you have confirmed your registration information, the system shows a message that you have registered successfully, which includes a transaction number for reference. The system also sends you an email confirmation.

Your account will be activated within 1 to 2 business days.

## Log In

To access the background check system after initial registration, use the same URL as you did to register your vendor account.

- Enter the user ID and password you created during registration and click **Log In**.
- Upon first log in, you must certify that you have complied with requirements for ordering screening reports by accepting the legal agreement. To certify that you comply with the legal agreement, select **ACCEPT LEGAL AGREEMENT**.

Vendor hereby represents and warrants to First Advantage, ("First Advantage") that:

- It shall use and order consumer reports for employment purposes only;
- In compliance with the Federal Fair Credit Reporting Act, Vendor has made a clear and conspicuous disclosure in writing to the consumer who is the subject of a consumer report ordered from First Advantage in a document that consists solely of the disclosure that a consumer report may be procured for employment purposes, a sample of which is available under the "people" tab within the Vendor Screen application
- Vendor will have the consumer authorize in writing the procurement of all consumer reports and shall retain the authorization for a period of five (5) years. Vendor shall not use any consumer report in violation of any applicable federal or state equal employment opportunity law or regulation. The federal Fair Credit Reporting Act imposes criminal penalties - including a fine, up to two years in prison, or both against - anyone who knowingly and willfully obtains information on a consumer from a consumer reporting agency under false pretenses, and other penalties for anyone who obtains such consumer information without a permissible purpose

ACCEPT LEGAL AGREEMENT      DECLINE LEGAL AGREEMENT

- Each time you log in, you must certify that you have complied with requirements for ordering screening reports by accepting the Fair Credit Reporting Act (FCRA) agreement. To certify that you comply with the FCRA, select **ACCEPT FCRA AGREEMENT**.

NOTICE

The Accuracy of the data submitted by the requestor will impact the accuracy of the results obtained. While the information furnished is from reliable sources, its accuracy is not guaranteed. Use of available data is subject to the FCRA and other applicable law. For any information used for employment purposes, REQUESTOR CERTIFIES THE FOLLOWING:

Clear and conspicuous written disclosure will be made to the consumer, prior to obtaining the report, in a document that consists solely of the disclosure, that a consumer report may be obtained. Requestor will obtain written authorization from the consumer which will be made available to First Advantage upon request. The information obtained will not be used in violation of any federal or state equal opportunity law or regulation. If requestor intends to take any adverse action based in whole or in part on the consumer report, a copy of the report and a summary of the consumer's rights will be provided to the consumer prior to taking adverse action.

Section 619 - 1681g. Obtaining Information Under False Pretenses. Any person who knowingly and willfully obtains information on a consumer from a consumer reporting agency under false pretenses shall be fined under Title 18, United States Code, imprisoned for not more than 2 years, or both.

ACCEPT FCRA AGREEMENT      DECLINE FCRA AGREEMENT

- The Home page displays. From this page, you may view the number of free searches remaining for the current fiscal year and the *Important Notice on Background Checks for Little Leagues*.

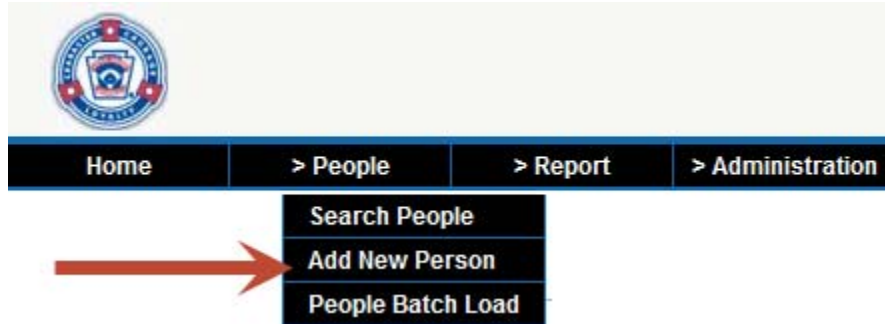
From the Home page, you may perform the following tasks.

- Add a person/employee.
- Submit an order.
- Search for a person/employee and view compliance.
- Edit employee status.

## Add Person

To order a background screening on an individual, you must add that person to the system.

1. Select **People > Add New Person**.



2. Enter information for the new person on the Person Information screen

Note: Required fields are indicated by an asterisk (\*).

\* Legal First Name

Middle Name

\* Legal Last Name

Suffix Name

\* SSN  (Numbers Only, Tax ID's will not be accepted - SSN only)

\* Date of Birth  (mm/dd/yyyy)

\* Type

User Field 1

User Field 2

**Current Address**

\* Country

\* Address 1

Address 2

\* City

\* State

\* Zip Code  -

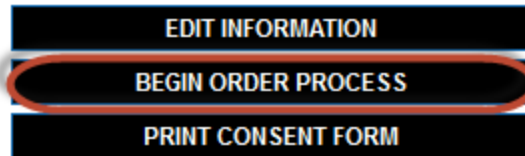
**SAVE**

3. Make sure all information is correct and select **SAVE**. The person is immediately added to the roster.

## Submit an Order

Note: Be sure to obtain a signed consent form before submitting an order.

1. On the Person Status Detail page, select **BEGIN ORDER PROCESS**.



The system then displays the Background Check Order Detail page.

2. Select the desired screening package. Review the package details. If you do not already have a signed consent form, select on the hyperlink, print the form, and obtain the signature. Select the consent confirmation checkbox, and select **Next**.

You are placing a new order for: **Abbott, Mickey**

Select a package to view the package details and begin the ordering process:

Little League Volunteer Package

### Little League Volunteer Package

National Criminal File with Sex Offender Name Match and Social Security Number Verification. A separate MS State Sex Offender registry search must be conducted. Go to <http://state.sor.dps.ms.gov>.

If you do not currently have consent to perform a background check already on file from the above individual, please print out the [consent form](#) and have the above individual sign it before continuing to the next step.

I have a signed consent form for this individual on file.



3. Select **SUBMIT ORDER**.

## Search for a Person

People Search enables you to view compliance status of the background screening and to perform other tasks related to individuals on your roster.

1. Select **People > Search People**.





- Search by entering one or more of the desired search criteria – typically an individual’s SSN or name. You may enter partial search data. Select **SEARCH**. If you don’t enter any search criteria, the system displays a complete roster of all individuals added under your account.

**Vendor Name: LL Test**

**First Name:**

**Last Name:**

**SSN:**

**Person Status:**

**Type:**

**User Field 1:**

**User Field 2:**

**Self Reported Convictions:**

**Search By Date:**

**SEARCH**

- View the search results at the bottom of the page to determine whether or not the individual’s background report has a status of Compliant.

3 found. Displaying Results.

Name	Case Status	SSN	Person Status	Order Date	Completion Date	User Field 1	User Field 2	Type
<a href="#">Test_LL</a>	<a href="#">PENDING APPLICANT</a>	XXXXX6788	Active	10/11/2013				Volunteer
<a href="#">TestDovle_Test</a>	<a href="#">PENDING APPLICANT</a>	XXXXX6777	Active	09/26/2013				Volunteer
<a href="#">tests_Testk</a>	<a href="#">PENDING APPLICANT</a>	XXXXX0000	Active	09/24/2013				Volunteer

You can sort the results by selecting the arrows next to each heading. Note that SSNs are masked to comply with privacy requirements.

If the person is not in the list, you may need to add the person to the system and submit an order.

- To export the search results list to MS Excel, select on the Excel icon at the bottom of the page.

3 found. Displaying Results.

Name	Case Status	SSN	Person Status	Order Date	Completion Date	User Field 1	User Field 2	Type
<a href="#">Test_LL</a>	<a href="#">PENDING APPLICANT</a>	XXXXX6788	Active	10/11/2013				Volunteer
<a href="#">TestDovle_Test</a>	<a href="#">PENDING APPLICANT</a>	XXXXX6777	Active	09/26/2013				Volunteer
<a href="#">tests_Testk</a>	<a href="#">PENDING APPLICANT</a>	XXXXX0000	Active	09/24/2013				Volunteer

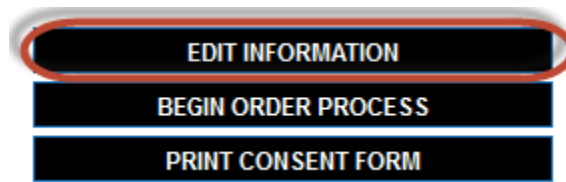
Export Options:



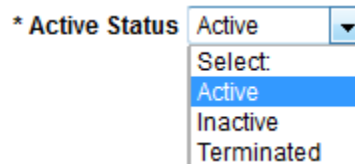
## Terminate or Deactivate a Person

- Follow the instructions for [Search for a Person](#) above to locate the individual to deactivate or terminate.
- Select on the person’s name from in the results list to view their Person Status Detail.

3. Select **EDIT INFORMATION**.



4. Select the arrow next to Active Status to display a list of possible statuses.

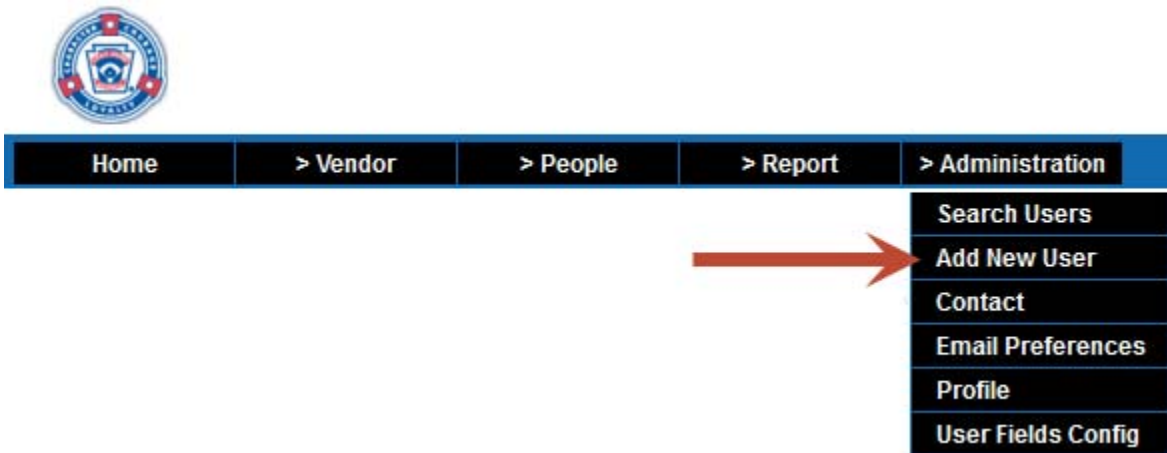


5. Select the new status for this person.
6. Select **SAVE** to complete the status change.
  - a. Select **CANCEL** to cancel the status change and return to the Person Status Detail page.

## Basic Administration Functions

### Add a new user

1. Select **Administration > Add New User**.



Password requirements and Role permissions are described on this page.

2. Enter the new user's:
  - User ID;
  - Password;
  - First Name;
  - Last Name; and
  - Role (Admin, View, Update or Summary).

**New User Profile : Little League**

Please enter your current password to save a new user.

\* Current Password

\* User ID

\* New Password

\* Re-Enter New Password

\* First Name

\* Last Name

\* Email

Status

\* Role

**Note**  
Password must follow the rules below.

1. Passwords must contain 3 of 4 character sets
  1. Upper case letter A-Z
  2. Lower case letter a-z
  3. Digit 0-9
  4. Special Character ( @ # % ^ { }
2. Password can only contain characters listed in required character sets
3. Password cannot contain three of the same character in succession
4. Password length must be minimum of 8 characters and maximum of 30 characters
5. Password must not contain user ID.

**Admin User** can create and manage multiple logins; can update compliance contact information.  
**View User** can view people roster information, but cannot add or modify; can view compliance reports; cannot order background checks or replacement badges.  
**Update User** can add and modify people roster information; can view compliance reports; can order background checks and replacement badges.  
**Summary User** can add and modify people roster information, can view compliance reports; can order background checks and replacement badges; cannot see background detail report.

**CAUTION!!! ANY USER WITH ADMIN ACCESS HAS THE ABILITY TO CHANGE THE OVERALL CONTACT INFORMATION FOR YOUR ACCOUNT. PAY CAREFUL ATTENTION WHEN ASSIGNING ADMIN ACCESS TO USERS.**

**Please note**

1. Each login can be assigned only one role.
2. If you want a person to have the ability to create/manage users AND update roster information/order background reports, you must assign the Admin role to the person's profile.

**User Notifications**

Do you want to receive an email when a new vendor registration has occurred?

Do you want to receive an email when an order has completed?

Do you want to be notified for all orders within your account, or only the orders you have submitted?

Do you want to receive an email when a vendor's account credential status has been updated?

Do you want to receive notifications if the order has missing information?

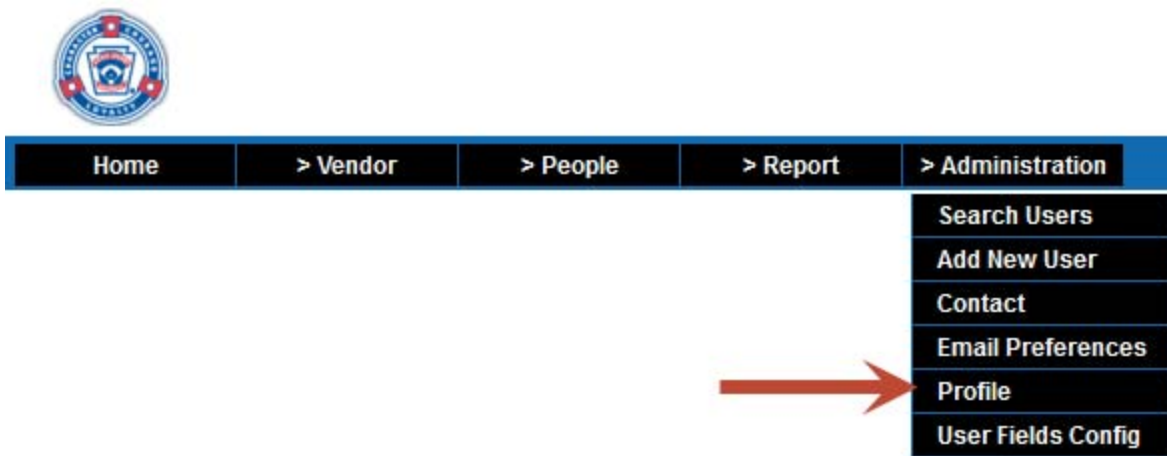
Do you want to receive notifications when a contractor indicates an individual has been terminated?

**SAVE**

3. Select the new user's User Notifications and select **SAVE**. The new user will be able to log into the system immediately with the User ID and Password assigned.

## Change user notifications

1. Select **Administration > Profile**.



You must enter your current password to edit all profile information.

- Under the User Notifications section, you can see what notifications you currently receive. You can change these settings at any time. Make your new selections and select **SAVE**.

Please enter your current password to edit the profile information.

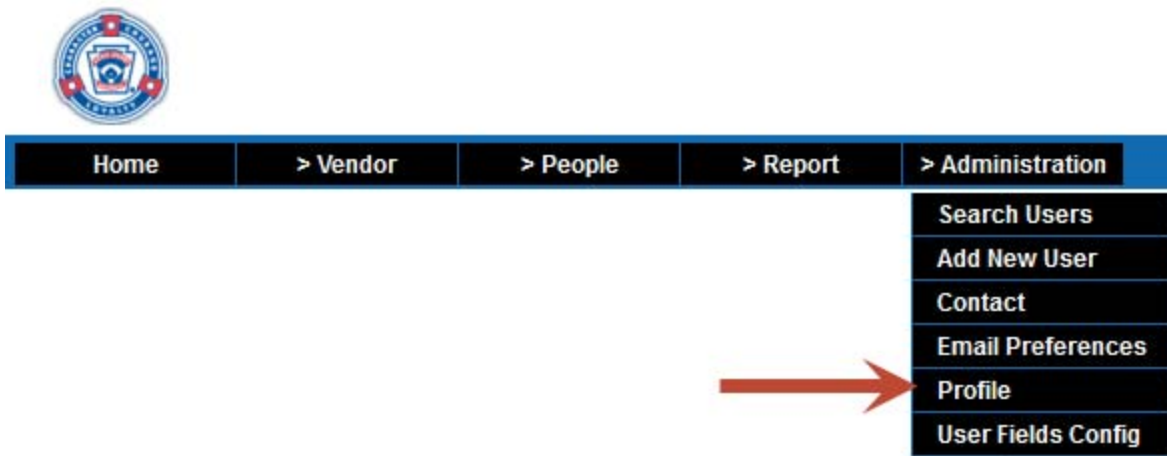
* Current Password	<input type="password"/>
User ID	<input type="text"/>
* First Name	<input type="text"/>
* Last Name	<input type="text"/>
* Email	<input type="text"/>
* Secret Question	<input type="text"/>
* Secret Answer	<input type="text"/>

User Notifications	
Do you want to receive an email when a new vendor registration has occurred?	No
Do you want to receive an email when an order has completed?	No
Do you want to be notified for all orders within your account, or only the orders you have submitted?	Only orders I have submitted
Do you want to receive an email when a vendor's account credential status has been updated?	No
Do you want to receive notifications if the order has missing information?	No
Do you want to receive notifications when a contractor indicates an individual has been terminated?	No

**SAVE**   **CHANGE PASSWORD**

## Change password

- Select **Administration > Profile**.



You must enter your current password to edit all profile information.

## 2. Select **CHANGE YOUR PASSWORD**.

Please enter your current password to edit the profile information.

* Current Password	<input type="password"/>
User ID	<input type="text"/>
* First Name	<input type="text"/>
* Last Name	<input type="text"/>
* Email	<input type="text"/>
* Secret Question	<input type="text"/>
* Secret Answer	<input type="text"/>

User Notifications	
Do you want to receive an email when a new vendor registration has occurred?	No ▾
Do you want to receive an email when an order has completed?	No ▾
Do you want to be notified for all orders within your account, or only the orders you have submitted?	Only orders I have submitted ▾
Do you want to receive an email when a vendor's account credential status has been updated?	No ▾
Do you want to receive notifications if the order has missing information?	No ▾
Do you want to receive notifications when a contractor indicates an individual has been terminated?	No ▾

<b>SAVE</b>	<b>CHANGE PASSWORD</b> ←
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## 3. Enter your new password in both fields and select **SAVE**.

Please enter your current password to reset the user password.

* Current Password	<input type="password"/>
* User ID	<input type="text"/>
* New Password	<input type="password"/>
* Re-Enter New Password	<input type="password"/>

<b>SAVE</b>	<b>CANCEL</b>
-------------	---------------

### Note:

Password must follow the rules below,

1. Passwords must contain 3 of 4 character sets
  1. Upper case letter A-Z
  2. Lower case letter a-z
  3. Digit 0-9
  4. Special Character ! @ # % ^ ( )
2. Password can only contain characters listed in required character sets
3. Password cannot contain three of the same character in succession
4. Password length must be minimum of 8 characters and maximum of 30 characters
5. Password must not contain user ID.