



First Advantage

A Symphony Technology Group Company

Volunteer Self-Screening User Guide

June 2013

CONFIDENTIAL & PROPRIETARY

The recipient of this material (hereinafter "the Material") acknowledges that it contains confidential and proprietary data the disclosure to, or use of which by, third parties will be damaging to First Advantage. Therefore, recipient agrees to hold the Material in strictest confidence, not to make use of it other than for the purpose for which it is being provided, to release it only to employees requiring such information, and not to release or disclose it to any other party. Upon request, recipient will return the Material together with all copies and modifications, if any.

All names in the text, or on the sample reports and screens shown in this document, are of fictitious persons and entities. Any similarity to the name of any real person, address, school, business or other entity is purely coincidental.

The First Advantage logo is a registered trademark of First Advantage ., used under license. Other products and services may be trademarks or registered trademarks of their respective companies.

Copyright © 2013, First Advantage. All rights reserved.

Table of Contents

Introduction	4
How does Volunteer Self Screening Work?	4
Security and Privacy Issues	4
Initiating a Background Search.....	5
Access the Volunteer Self Screening website	5
Select Your Organization.....	7
Pick a Package	8
Volunteer Information	10
Confirm and Checkout	12
What to expect next	14

Introduction

Volunteer Self Screening (“VSS”) allows prospective volunteers for nonprofit organizations to initiate their own background checks via the Internet.

Background checks are used by nonprofits to screen their employee and volunteer work forces, in an effort to protect the vulnerable populations they serve. The background checks can consist of a variety of searches, including National Criminal File searches, county courthouse records searches, state sexual offenders database searches, and Social Security verifications. The scope may vary based on the organization and volunteer opportunity.

How does Volunteer Self Screening Work?

Volunteer Self Screening is a simple process consisting of the following basic steps:

- You volunteer with a nonprofit organization.
- The nonprofit chooses First Advantage to do background checks.
- The nonprofit works with First Advantage to create a custom volunteer self screening website.
- The nonprofit provides you with the link to the volunteer self screening website.
- You access the website from any computer with an Internet connection, select the appropriate nonprofit location, enter the requested personal identity information, and submit the form to initiate the background check.

Background checks are conducted using sophisticated search engines offered by First Advantage. Searches normally take about 24-72 hours. Results will be sent to the nonprofit, who will contact you to make further arrangements regarding your volunteer position.

Security and Privacy Issues

First Advantage is committed to protecting the security and privacy of your personal information. The results of your background search will not be shared with any entity other than the nonprofit you select when initiating the search.

Initiating a Background Search

There are four basic steps to initiating your background search:

1. Selecting a volunteer organization
2. Selecting the background package (or type of search) to be ordered
3. Entering your personal information
4. Confirming your request

A navigation ribbon at the top of most screens will indicate where you are during each step in the process.



If you need to return to a previous screen, use the **Back** button on your browser.

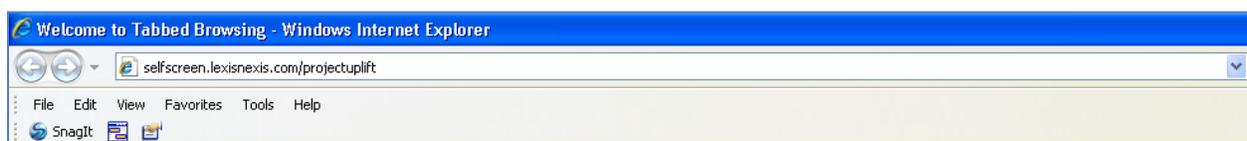
If you encounter problems while using the system, click the **Contact Us** link at the upper right of any page to reach First Advantage Technical Support or our consumer team.

Please note that the screens in these instructions are for illustration purposes. The organization logo, colors, and welcome introduction may vary, depending on your nonprofit organization.

Access the Volunteer Self Screening website

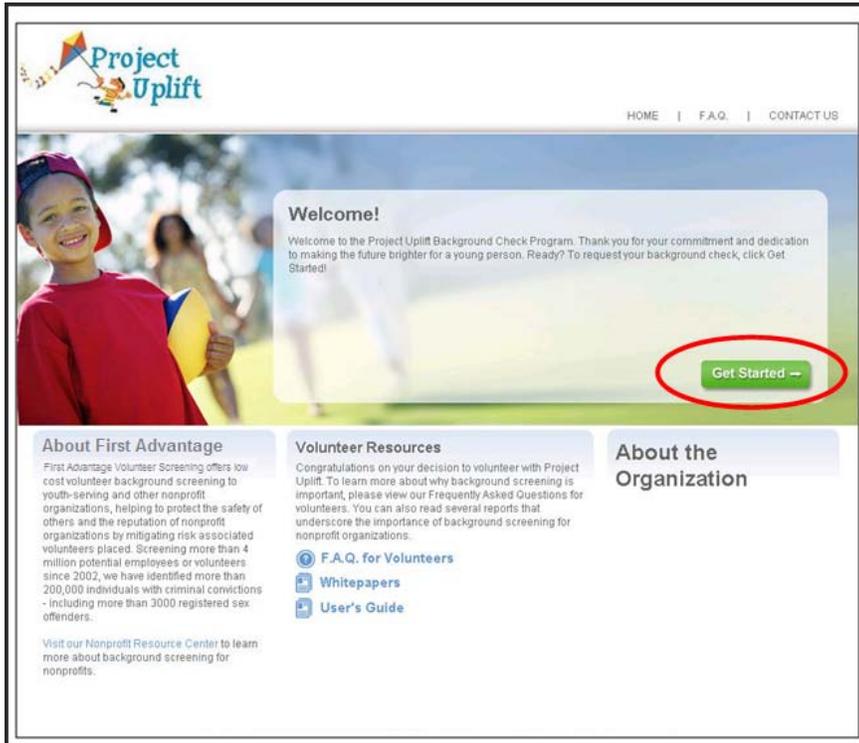
1. Using a computer with an Internet connection, open the web browser and type in the web address (URL) provided by your nonprofit organization.

Example: selfscreen.fadv.com/projectuplift

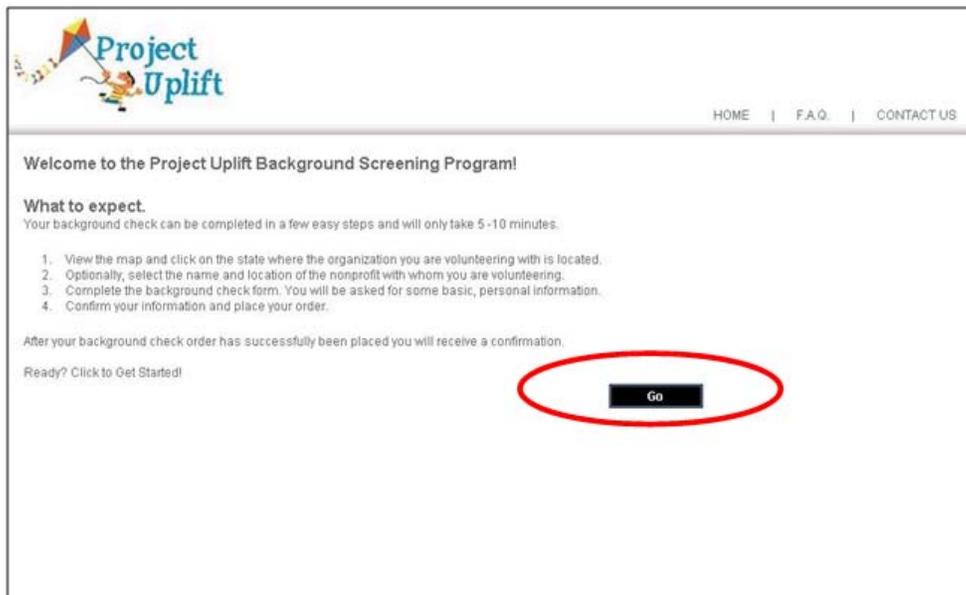


If you are unsure of the correct web address, contact the organization.

- When the Home page displays, click the **Get Started** button.



- On the **Welcome** page, read the information outlining the Volunteer Self Screening process. Click **Go** when you are ready to proceed.



Select Your Organization

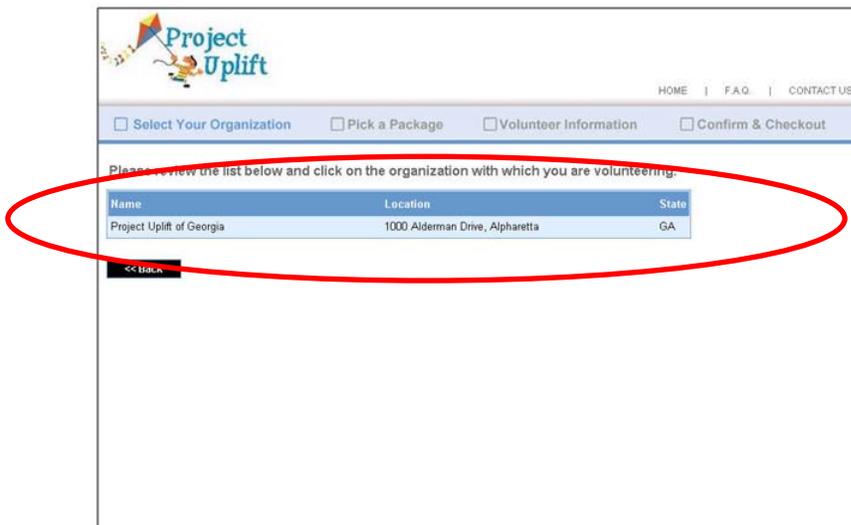
1. Select the state **where the organization you are volunteering with is located**. You can either use the drop down box, or click on the appropriate state on the map.

Note: The state you are selecting may not be the same as your state of residence.



2. Click on the name of the organization with which you are volunteering.

Note: Some organizations may have multiple locations listed for your state. Be sure to select the appropriate address for your organization.



Note: If your organization has not set up volunteer self screening in the state you selected, instead of the screen shown above, you will see a screen similar to the following.

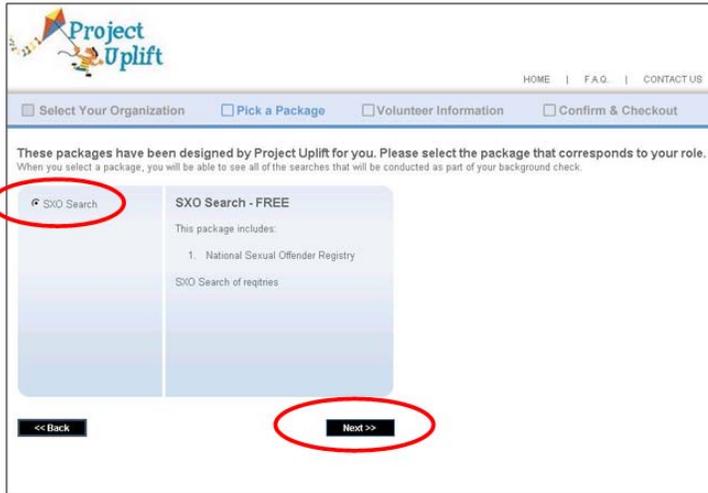


Contact the nonprofit to verify that self screening should be available for your selected state, or click the **Contact Us** link to notify First Advantage. In your message, include the state and the name of the nonprofit organization.

Pick a Package

1. First Advantage has worked with your nonprofit to create packages based on their volunteer needs. Please review the provided packages and select the one most appropriate for your role as a volunteer.
2. After you select a package, the screen will display a description of the package, including the types of background searches that will be conducted, and any fees you may be assessed for running the searches.
 - If the fee for the selected package is shown as FREE, this indicates the organization is handling the costs of the background check.
 - If a fee amount appears for the selected package, this indicates that you are required to pay for the costs of the background check. You will be prompted for payment with a credit card after entering your personal information.

3. When you have selected the appropriate package, click **Next**.



Volunteer Information

1. Enter your personal information. Required items are shown in red. Complete the application information fields with as much information as possible. Include your full middle name and any other names that are applicable. Do not abbreviate.

Note: Identification information such as Date of Birth and Social Security Number is required to conduct the background check process. This information is held in the strictest confidence.

After reviewing your entries to be sure you have correctly entered all required information, click **Next**. If you need to clear out the information and start over, click **Clear**.

The screenshot shows the 'Volunteer Information' form on the Project Uplift website. The form is titled 'Volunteer Information' and includes a sub-header 'Please provide the following information to start your background check.' Below this, there is a link to a privacy policy page. The form contains several input fields, some of which are marked as required with a red asterisk. The fields are organized into two columns. The left column includes: Email, Last Name, Middle Name, First Name, Name Suffix (a dropdown menu), Other Last Name, Other First Name, Other Middle Initial, SSN (with a placeholder '###-##-####'), Date of Birth (with dropdowns for month, day, and year), and Gender (a dropdown menu). The right column includes: Street #, Street Name, Apartment #, City, State (a dropdown menu), Zip (with a placeholder '##### or #####-####'), County, and Home Phone # (with a placeholder '###-###-####'). Below the main form is a 'Previous Convictions' section with a text input field and a note: '* If you have a previous felony or misdemeanor conviction, please provide information in the above box.' There is also an 'Additional Address' section with a checkbox 'I have lived at my current address for seven (7) or more years.' and a set of address fields: Street #, Street Name, Apartment #, City, State (a dropdown menu), Zip (with a placeholder '##### or #####-####'), and County. A footnote at the bottom of the form states: '* Either City or County is required.' At the very bottom of the form are three buttons: '<< Back', 'Next >>', and 'Clear'.

2. If the nonprofit is paying for the report, skip to the next step. If you are paying for the background report, a payment screen will display.



The screenshot shows the Project Uplift website's payment information form. The form is titled "Payment Information" and includes a note: "(Required fields are indicated in red and with an *)". The form contains the following fields:

- Package Name: Big Brother, Big Sister
- Organization Name: Project Uplift of Georgia
- * Card Type: Select One (dropdown menu)
- * Credit Card Number: (text input field)
- * Cardholder's Name: (text input field)
- * CV2/CV2 Number: (text input field)
- * Expiration Date: (MM/YY - MM/YY dropdown menu)

At the bottom of the form, there are three buttons: "Back", "Next >>", and "Clear".

This is a secure page, so you can have confidence that your credit card information will be protected. Verify the package and cost, and enter your credit card information as requested. Click **Next** to proceed.

Note: The charge will appear on your credit card statement as "Screen Now".

Confirm and Checkout

1. Review the information on the order confirmation page. If you need to make corrections, click the **Back** button at the bottom of the page to return to the Volunteer Information Page.
2. Once you have verified that all the information on the order confirmation page is correct, click **Place Order**.

Project Uplift

HOME | FAQ | CONTACT US

Select Your Organization | Pick a Package | Volunteer Information | **Confirm & Checkout**

Please review your information before you order your background check.
If you need to change any information, use the back button at the bottom of the screen to go back.

Package Name: Office Staff	
Organization Name: Project Uplift of Georgia	

Email: leghjst@gmail.com	Street #: 123
Last Name: Doe	Street Name: South Main St
Middle Name:	Apartment #:
First Name: John	City: Roswell
Name Suffix:	State: GA
Other Last Name:	Zip: 30076
Other First Name:	County:
Other Middle Initial:	Home Phone #:
SSN: 123-23-****	
Date of Birth: 10/10****	Gender: FEMALE

< Back Place Order

3. If the volunteer organization is paying for the background report, you will see an Order Receipt and Thank You notification similar to the following.

Project Uplift

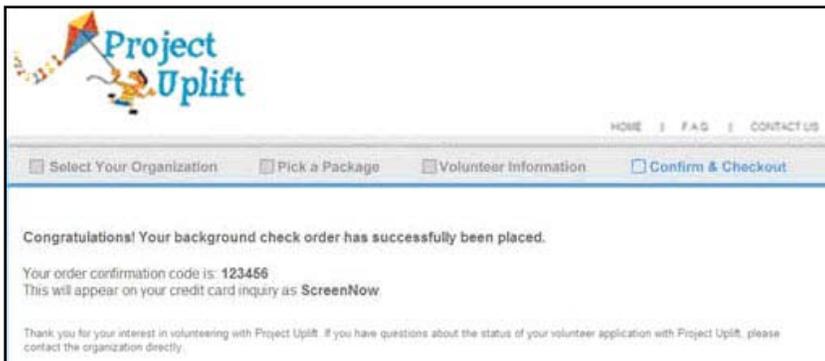
HOME | FAQ | CONTACT US

Select Your Organization | Pick a Package | Volunteer Information | **Confirm & Checkout**

Congratulations! Your background check order has successfully been placed.

Thank you for your interest in volunteering with Project Uplift. If you have questions about the status of your volunteer application with Project Uplift, please contact the organization directly.

If you paid for the background report, you will see an Order Receipt and Thank You notification similar to the following:



What to expect next

Your Volunteer Self Screening application is now complete and the request for a background check has been submitted.

Background check results will be sent to your nonprofit organization within 24-72 hours. Depending on the background check and scope, the time service may vary.

The organization will contact you when they have completed the screening process. If you have any questions regarding the status of your report or the outcome of your application, please contact the volunteer organization directly.

First Advantage would like to thank you for your time and participation in this volunteer screening process.