



Guide to Downloading Electronic Documents from First Advantage

Each background screening file should include the following components:

- Authorization form
- Disclosure form/Completed application
- Background Screening Report

Note that an order that has been completed using the Profile Advantage process (where a candidate enters their own information) will need to have the authorization form and completed application downloaded in addition to the background screening report.

1. Log into First Advantage.
2. Pull up the individual's record (Hint: Use the [Guide to Viewing Lists of Screened Volunteers](#) to help you pull up all of the files you need within a certain timeframe. Then click on the individual's name to pull up their record).
3. **To download the background screening report:** Click on the "Order Actions" dropdown box and select "Download PDF." This will download a copy of the screening report.

The screenshot displays the First Advantage interface for a background screening report. At the top, the user's name "FRANKEL COOPER" is visible. Below this, the overall progress is shown as 100%. The main content area is divided into sections: "General Information", "Additional Information", "Report Progress", "Report", and "Order Details".

The "Report Progress" section shows a progress bar at 100%. The "Report" section indicates the report type is "Background Screen", the status is "Completed", and it was completed on 23/Mar/2022. The "Order Details" section shows the package as "ISUEO PACKAGE", the account as "JULIE BAUMLER (JBAUMLER)", and the requestor as "JULIE BAUMLER (JBAUMLER)".

The "Order Actions" dropdown menu is open, showing options: "Select", "View/Print", "Download (PDF)", "Download (PDF Paginated)", "Fax", "Rescreen Subject", "Add Search Type", and "Customer Service Inquiry". A red arrow points to the "Download (PDF)" option.

4. To download the electronic authorization form and completed application (for searches completed via Profile Advantage), click on the blue paperclip icon under the Order Details section of the individual's record.

In the popup window, select the application and authorization form and click on the download button.

5. Go to the Downloads file on your computer to access the documents or click on the download icon on your Chrome browser.



6. Print and file hard copies or save the files to a secure location. **Files should NOT be saved to an individual's computer/laptop and should be deleted from the Downloads file immediately.**

Contact [Julie Baumlner](#) if you would like to learn more about secure file storage of background screening documents on Cybox.