

H. Residential Accounts

Residential accounts can only be processed through First Advantage.

If a BCG stays in review for a while and the **A/C** status says **YY** normally the company is a residential account. **Never override a background check (BCG) that is in review in the portal.**

- a. Confirm what company ordered the background check in the portal by clicking the  glass.
- b. Log into Primus
- c. Select client, client search,
- d. Enter the client id number and click Search
- e. Select the  glass then client menu in the top right corner of the page.
- f. In the drop down box select the Client password option.
- g. In the Background Information column the Background Access should be “N” and
Under the section labeled First Advantage you should see a notation in the BC Note that states “Residential Account”

If the verification proves that the company is a residential account follow the procedures below:

- a. Contact the company and let them know that their account was only authorized to be active for 30 days with First Advantage. After the 30 days they needed to contact ISTC to reactivate their account.
- b. Ask the client how many screens they will need to order in the 30 day time period.
- c. Contact First Advantage and inform them that the client needs to order more screens

Note: In the email First advantage will need to know the company name, the amount of screens, and the account number.

Note: The account number is the HCID # above the BC notation field from step g.

- d. First Advantage will reply back when the company has been reactivated for an additional 30 days.
- e. To give the client access to order screens follow step b-f.
- f. Click the Edit in the top right hand corner of the screen.
- g. Change the Background Access to a Y and in the notation field put the date of reactivation.
- h. Click the Edit to save.
- i. Put a reminder on the calendar, (30 days from the date of activation) to turn the access off.
- j. Contact the company and inform them that they have the access to order the amount screens requested for 30 days.

If the company is not a residential account they may have changed their credentials follow the procedures below.

- a. Contact First Advantage to see if the information has changed in their system causing it to not process on our end.
- b. First advantage will update the information in their system and send a new credential number.
- c. Complete steps b-f from above.
- d. Click the Edit in the top right hand corner of the screen.
- e. Copy the old Credential number
- f. Change the Credential number to the new number.
- g. In the BC note field paste the old credential.
- h. Click Edit to save.