

## How to order a background check service

- Log in to the ATLAS Customer Workcenter
- Click on the Participant tab
- Search for your employee's social security number, with no spaces or dashes, in the search box on the right side of the screen then click ENTER on your keyboard.
- If your employee is already in our system then their name will appear on the screen (if they have never been to ISTC then you will need to click on the add button and create a profile for them)
- Click on the grey Schedule button
- Choose a location
- Click the Order Background Service button at the bottom of the screen
- A new window will open at this time. Type the code 09BCG2 in the search box and then click ENTER on your keyboard. (à la carte search codes differ)
- Check the box next to the 09BCG2 code
- Click on the Select button
- The 09BCG2 will appear on the scheduling page. You will need to click on the code to highlight it.
  - *If the status says "Cannot order" please contact ISTC at 409-724-2565.*
- To the right of the page a new window will open. You will need to select the background company that you are currently setup to order backgrounds through and click the Select button
- Once you select the vendor a new box will open and you will need to fill in ALL of the requested information. *The exclusion of any information will result in the background going into error status and the order will not be placed with the vendor.*
- Once all information is entered click on the Accept button.
- If you have no other training to schedule, click on the Submit button.
- A box will open for you to be able to enter a PO number if needed (NOT REQUIRED) and you will then click the Submit Order button to finalize the order.