




advanced^o reporting

END-USER GUIDE


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	Good to know - Tricks
	Please Pay Attention
	Please Read, Important

Logging In

Before Logging into our system, you should be provided with a Username & Password. Only those authorized users with login credentials will have access to the system. Any new users will need to be approved by the organizations Account Administrator.

 Under no circumstances should login credentials be shared. The information provided to end users is sensitive and contains personal information of your candidate populations. Sharing login credentials with unauthorized users is a violation of our service agreement.

When logging into the Instascreen system you will be required to provide a username & password. You can find the link to the system on our website www.advrep.com



[Client Login](#)

[Home](#) | [About Us](#) | [Get Started](#) | [Our Services](#) | [Resources](#) | [FAQ](#) | [Contact Us](#)

Or by going directly to our system login page: <https://advrep.instascreen.net>



Username:	Forgot Username?
<input type="text"/>	
Password:	Forgot Password?
<input type="password"/>	
<input type="button" value="Login"/>	

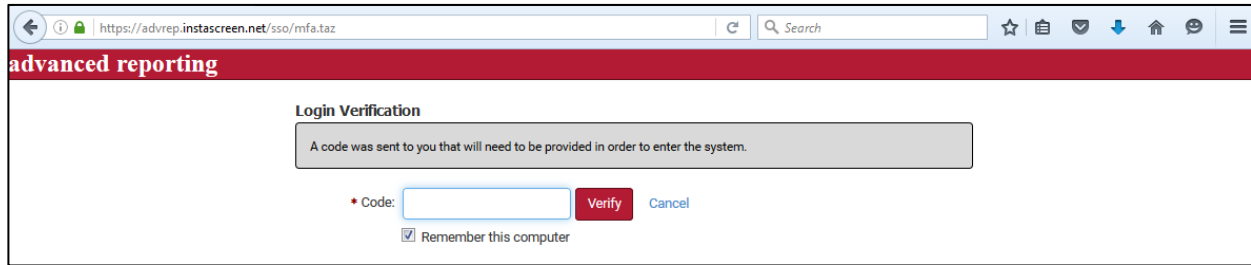
NOTICE: The use of this system is restricted. Only authorized users may access this system. All Access to this system is logged and regularly monitored for computer security purposes. Any unauthorized access to this system is prohibited and is subject to criminal and civil penalties under Federal Laws including, but not limited to, the Computer Fraud and Abuse Act and the National Information Infrastructure Protection Act.

[InstaScreen 1.0](#) [Homepage](#) [Login](#) [Contact us](#) [Privacy policy](#) [PSC Legacy](#)

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Multi-Factor Authentication (MFA)

For security purposes, our system has a two-part Multi-Factor Authentication (MFA) system. End users are required to use the google authenticator app, provide a text enabled cell phone number, or email address where they would like to receive the MFA code



The MFA process will be required once annually. Please note that any time you log into the system from a new web browser or different IP address, the system will prompt you for a new MFA code.



TIP: The fastest method to receive your MFA code is to set up your text enabled phone number.

*Please note that non-US cell phone numbers are not supported at this time. Please choose email or the authenticator app if you are located outside of the United States.

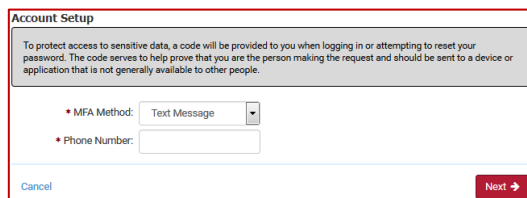
MFA Delivery Options

1. Text to a Text Enabled Phone Number

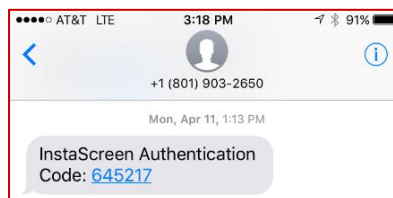
The preferred method to obtain your multi-factor authentication code is to have it sent to a text enabled phone number. When setting up your account this way, the code is instantly sent to your phone number when you are required to provide the MFA code.

Instructions to Set Up Text Enabled Phone Option

- When you log in to the system for the first time, you will select Text Message as your MFA Method and enter your text enabled phone number



- The next time you attempt to log in to the system, you will immediately be sent a text message with your authentication code

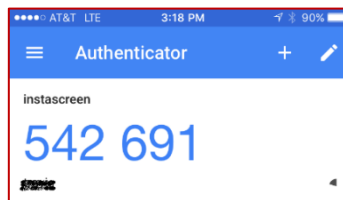
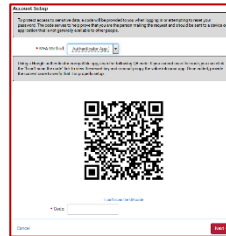


2. Google Authenticator App

Using the Google Authenticator App is an option for smart phone users. This works similar to many two-factor token authentication methods, where the authentication code changes every 30 seconds.

Instructions to Set Up Google Authenticator App Option

- Download the Google Authenticator App
- When you log in to the system for the first time, you will select Authenticator APP as your MFA Method and you will use your cell phone camera to scan the QR Code that is provided on screen.
- The next time you attempt to log in to the system, you will need to open the Google Authenticator App and enter the code as it appears on your screen.

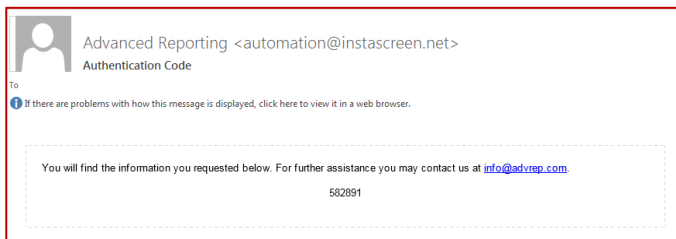
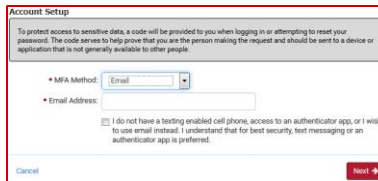


3. Email

Email is the least preferred method of multifactor authentication, because it can take the longest and has the greatest potential for risk.

Instructions to Set Up Email Option

- When you log in to the system for the first time, you will select E-Mail as your MFA Method and you will use your cell phone camera to scan the QR Code that is provided on screen.
- The next time you attempt to log in to the system, you will receive an email within 15 minutes. Please remain on the webpage requesting the MFA code until you have entered it. If you move away from this page and attempt to log in again, you will need to wait for a new email to be sent with a separate MFA code.



Security Questions

The first time a user logs in they will be requested to fill out security questions. These questions will be used if a password needs to be reset. If the users do not complete the security questions, they can do so at a later time in the [My Profile](#) Section.

Account Setup

As part of the "Forgot Password" feature of the system, you will be prompted to answer security questions. These questions come from the pool of questions that you choose here, and become part of your profile.

Question 1:

Answer to Question 1:

Question 2:

Answer to Question 2:


Question 3:

Answer to Question 3:

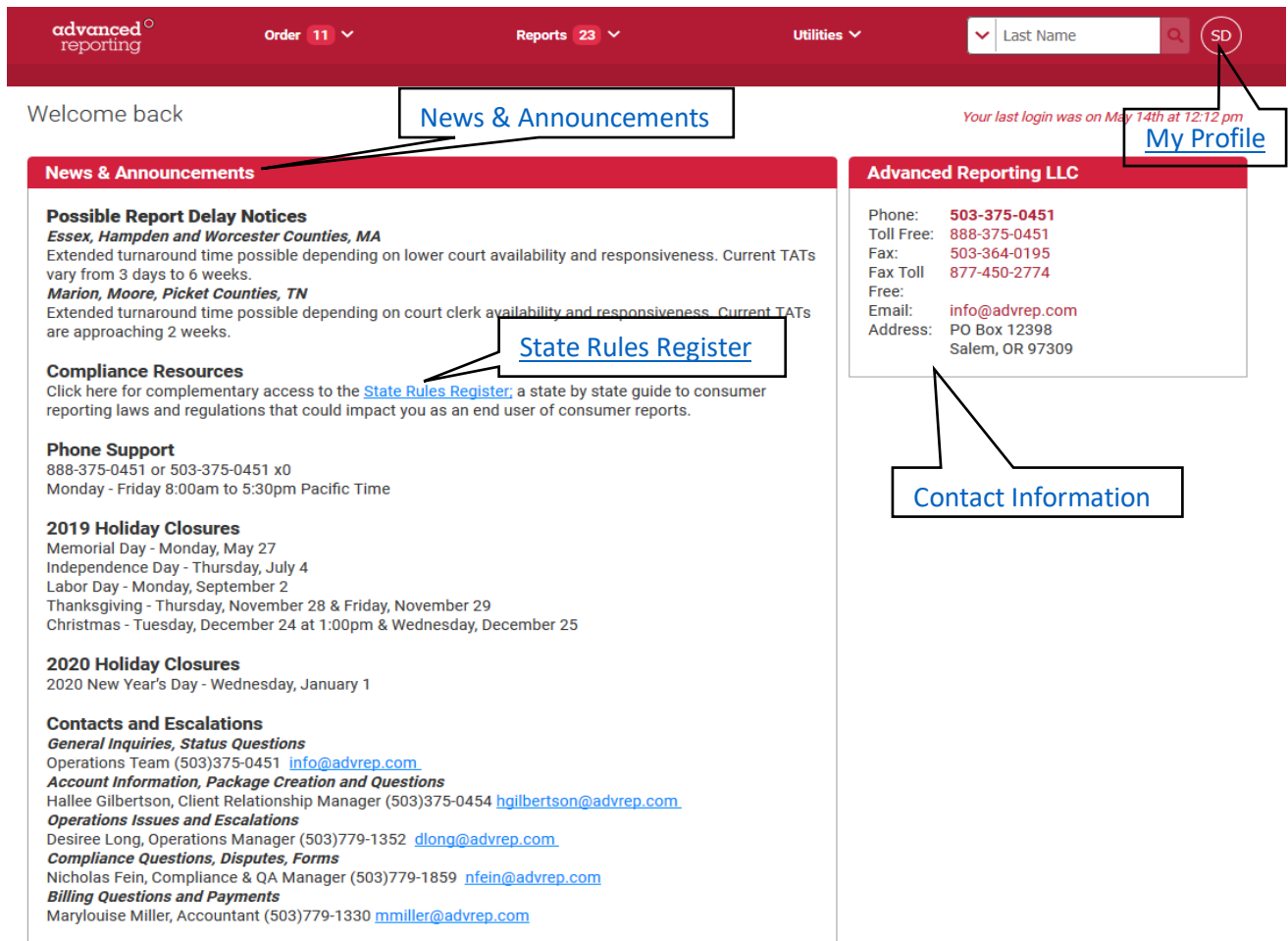
Cancel

Complete

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 If the questions are not completed, the only way you will be able to reset your password in the future will be by contacting the account administrator for your organization, or reaching out to our staff at info@advrep.com.

Home Screen



The Home Screen features a dark red header with the "advanced reporting" logo, navigation menus for "Order 11", "Reports 23", and "Utilities", a search bar with "Last Name", and a user profile icon labeled "SD". Below the header, a "Welcome back" message is displayed. A "News & Announcements" section contains several articles, including "Possible Report Delay Notices" for Essex, Hampden, and Worcester Counties, and "Compliance Resources" linking to the "State Rules Register". A "Phone Support" section provides contact details for 888-375-0451. "2019 Holiday Closures" and "2020 Holiday Closures" are also listed. A "Contacts and Escalations" section provides email addresses for various roles. On the right, an "Advanced Reporting LLC" contact information box lists phone, fax, and email details. A "My Profile" link is visible in the top right corner. A callout box labeled "Contact Information" points to the LLC contact details. A footer note states "© 2001-2019 - This Software Copyrighted - All Rights Reserved."

News & Announcements

Our News & Announcements section will show information that we relay to our clients in regard to updates with possible court delays, new legislative rulings that are important to be aware of, or fee changes that could impact your screening program.

My Profile

The My Profile section allows users to update their personal contact information, modify their preferences as to how the system looks, or change their passwords, and update their security questions.

advanced reporting Order 11 Reports 23 Utilities Last Name SD

My Profile

Personal Preferences Features Password MFA Security Questions

First Name * Last Name Demo

Job Title

Email

Phone Number Ext

Alt. Phone Fax

Cancel Save

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State Rules Register

We provide all of our clients free access to the HR Screening helpdesk's State Rules Register for Employers & Landlords. While this shouldn't be used solely as a substitute to legal counsel, it does provide end users with valuable information in regard to state specific laws that they should be adhering to based on where their candidate populations are coming from.

http://www.hr-screening-helpdesk.com/enb/ad/reports/eqw/cr_MIB Search

The State Rules Register - For Employers and Landlords

This product is designed to help you understand and comply with the myriad of state laws affecting hiring or leasing and that go beyond the Fair Credit Reporting Act (FCRA). Our goal is to present these restrictions, best practices, practical tips, and ongoing notifications in a simple to use format and in Plain English. Keep in mind if a state has a law similar to the FCRA or less restrictive than the FCRA, this state law is not mentioned herein because it has no practical effect.

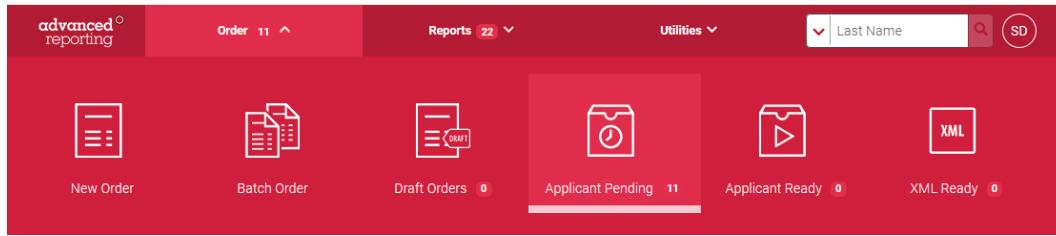
Every effort is made to keep this data current. New content is added after a law is passed and before it goes into affect. The law is analyzed by the author. Pending laws are indicated along with effective date. Bills that are merely introduced and have not been passed are not included herein.

Choose a Report to Display

1. [Single-State Report](#) - all restrictions within a given state
2. [Multi-State Matrix](#) - show list of restrictions for up to 10 states
3. [Restriction Matrix](#) - showing involved states

Applicant Pending (For QuickApps)

The Applicant Pending Section of the order screen is where you can view who has been sent a QuickApp email to complete the online background questionnaire but has yet to complete the process. From this screen you can:



Applicant	Detail	E-mail	Client Name	Requestor	Ordered	Notified	Emails Sent	Texts Sent	Days Left
<input type="checkbox"/> DEMO		ngilbertson@advrep.com	DEMO	Desiree Long	2019-05-14	2019-05-14	1	0	5

Key Pieces:

- **Select Candidate** – In order to reset an expiration date, resend a notification, or delete/cancel and application, the selected candidate will need to have the box checked next to their name
- **Reset Expiration Date** – If the candidate fails to fill out the background questionnaire before the link expires, you can reset the expiration date, which will send the candidate a new link via email and give them an additional set number of days to complete the application.
- **Resend Notification** – If your candidate is unable to locate the original email link that was sent to them, you can resend the email notification. By resending the notification, the original expiration date is still in place, which will not allow the candidate to have an additional time to complete the process
- **See Details** – By scrolling over the Detail icon, you will be able to see which product was chosen, what searches will be performed, the total days the application is active, how many remaining days are left before expiration, how many email reminders have been sent, and when the last reminder was sent.
- **Edit Applicant Email** – If the candidate is not receiving the email notification due to mail filters or no longer have access to the given email address, you can use the edit email icon to send the notification to an alternate email ID.

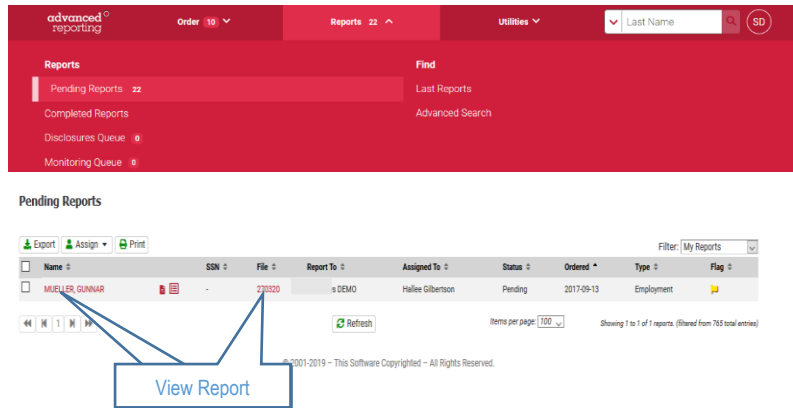


Please Note: After editing an email address, you will still need to reset or resend the email notification within the system, a new email notice will not automatically be sent.

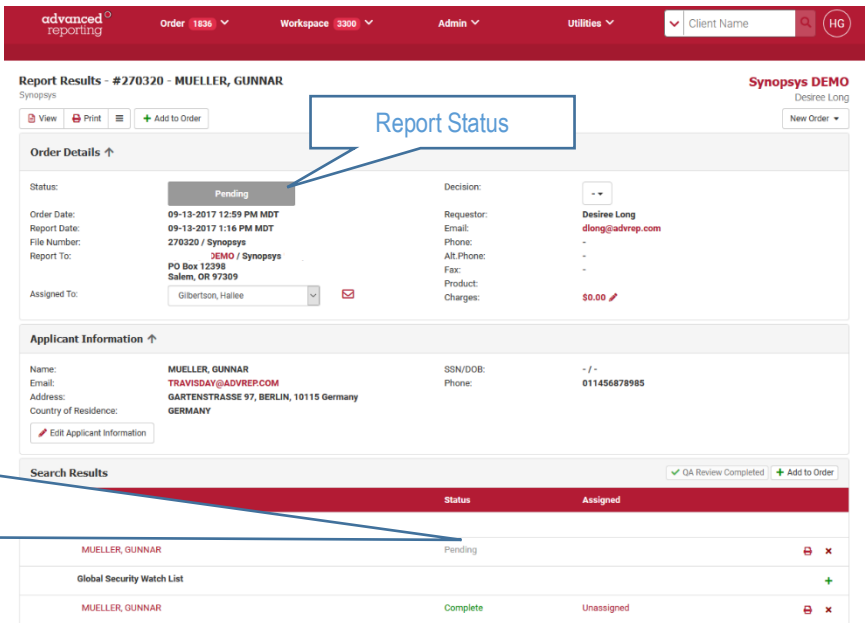
Reports

Pending Reports

From the Pending reports screen you can see backgrounds that are currently in progress. Depending on your permissions you will be able to see your own requests, and possibly requests of other users. You can click on either the applicant's name or file number to open up their report page.



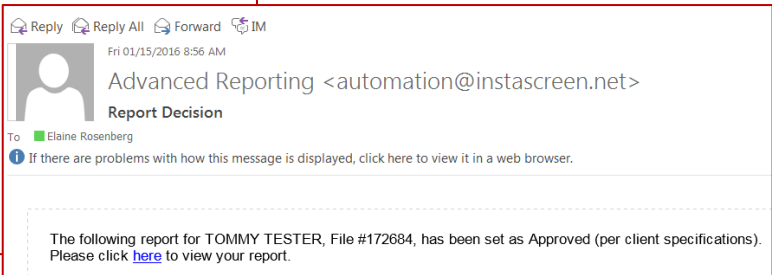
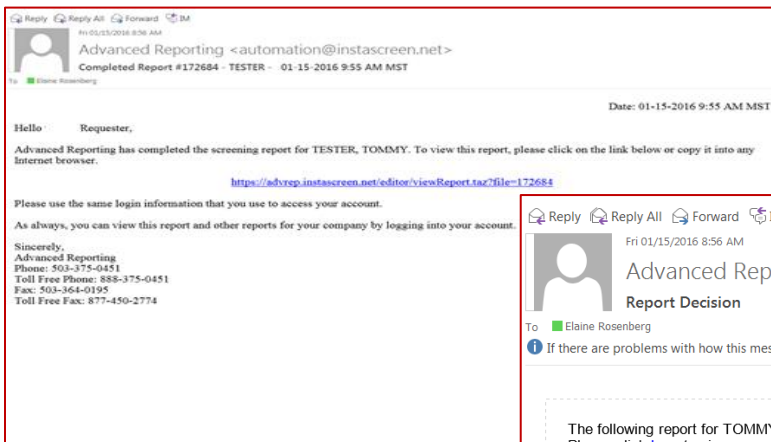
Opening the links from the Pending Reports page will take you to the Report Results page where you can see the status of each individual search.



From the Candidate's report page you will be able to see what searches are pending (in progress) and what searches have been completed.

Completed Reports

When a report is completed the requester of that report will receive an email notifying them of its completion and provide a link to the completed report, as well as an email advising of the report decision once it has been adjudicated internally



The link in the completed report email will take you directly to the completed report to view it in its entirety. Depending on your user permission you will be able to view portions of the report that have been approved.

In order to view the final report decision or which information may be flagged, you'll need to go to the results page.

Background Screening Report
Advanced Reporting LLC
PO Box 12398
Salem, OR 97309
Phone: 503-375-0451 / 888-375-0451
Fax: 503-364-0195 / 877-450-2774

FILE NUMBER: 270320
REPORT TO: PO Box 12398, Salem, OR 97309, Phone: -, Fax: -
REPORT DATE: 09-13-2017
ORDER DATE: 09-13-2017
REFERENCE: Desiree Long
TYPE: -

Application Information
APPLICANT: MUELLER, GUNNAR
DRIVERS LICENSE: -
EMAIL: TRAVISDAY@ADVREP.COM
ADDRESS(ES): GARTENSTRASSE 97
CITY/PROVINCE / POSTAL CODE / COUNTRY: BERLIN 10115, Germany
SSN: -
PHONE NUMBER: 011456878985
DOB: -

Report Summary
The background check for this subject has been updated or completed. There may or may not be an issue with this background. Please contact Mark Barba with any questions at 612.

Verification
Education Verification
RESPONSE RECEIVED: Pending
INSTITUTION NAME: GISMA BUSINESS SCHOOL
CITY, STATE: HANNOVER, Germany
SEARCH DATE: 05-14-2019 12:00:00
INSTITUTION PHONE: -
INSTITUTION FAX: -
INSTITUTION EMAIL: -

SUBJECT-PROVIDED INFORMATION
DATES CLAIMED: SEP 2004 TO JUN 2008
DEGREE(S) CLAIMED: BACHELORS
DEGREE DATE: -
MAJOR(S) CLAIMED: BUSINESS
GPA CLAIMED: -

Certain information may be restricted based on your access level

Other information will be made available to those users with appropriate permissions

Report Results - #250074 * - KENT, JONATHAN
Demo
Ann Body

View | Print | Add to Order | Completed Email | New Order

Order Details
Status: Complete
Decision: Review
Order Date: 05-19-2017 2:22 PM MDT
Report Date: 02-06-2018 8:10:22 AM MST
File Number: 250074 / -
Report To: Demo / 123 Main St, Salem, OR 97301
Assigned To: Rosenberg, Elaine
Requestor: Ann Body
Email: along@advrep.com
Phone: 503-555-1234
Alt. Phone: -
Fax: -
Product: -
Charges: \$0.00

Applicant Information
Name: KENT, JONATHAN
Email: jkent@smallville.net
Address: 345 GLENDALE AVE, Smallville, KS 66538
Drivers License: KS - A32463
SSN/DOB: 111-22-3333 / 04-16-1943
Phone: 9135559800

Search Results
QA Review Completed | Add to Order

Search	Status	Assigned
County Court Criminal Records Search		
KS-NEMAHA (KENT, JONATHAN)	Complete	Elaine Rosenberg
Federal Criminal Records Search		
NATIONWIDE (KENT, JONATHAN)	Complete	Elaine Rosenberg
National Alias, Criminal Records and Sex Offender Locator		
NATIONWIDE (KENT, JONATHAN)	Complete	Elaine Rosenberg
OIG Medicare/Medicaid Sanction Report		
KENT, JONATHAN	Complete	Elaine Rosenberg

Flagged Searches may contain information that should be reviewed due to potentially adverse information.

Report Adjudication results will show here as applicable

You can also check completed reports from the completed reports screen. Clicking on the applicant's name or file number link will take you to the report results page.

advanced reporting | Order 10 | Reports 23 | Utilities | Last Name | SD

Reports

- Pending Reports 23
- Completed Reports
- Disclosures Queue 0
- Monitoring Queue 0

Find

- Last Reports
- Advanced Search

Advanced Search

If you're unable to locate your candidate's background by using the search bar at the top of the screen or within either the pending or completed reports sections, you can use the advanced search page to search by a variety of search criteria. This can also be a useful tool in pulling up information on candidate populations falling under a specific category (job code, reference number, cost code, etc).

advanced reporting | Order 10 | Reports 23 | Utilities | Last Name | SD

Reports

- Pending Reports 23
- Completed Reports
- Disclosures Queue 0
- Monitoring Queue 0

Find

- Last Reports
- Advanced Search

advanced reporting | Order 10 | Reports 23 | Utilities | Last Name | SD

Pending Reports 23 | Disclosures Queue 0 | Monitoring Queue 0

Advanced Search

To perform an advanced report search, fill in one or more of the following search criteria and click the [Search] button.

Reports

APPLICANT INFORMATION

Last Name: First Name:
SSN: DOB: mm/dd/yyyy

REPORT INFORMATION

Reference: File Number: - Status:
Start Date: End Date: Criteria:
Referred By: Proposed Position: Report Decision:
Proposed Salary: Cost Code: Job Code:
Billable: Employment State: Job Location:

CLIENT INFORMATION

Client Name: Client Code: Include Sub-Accounts
Requestor Last Name: Requestor First Name:

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Disclosures and Forms

You can view and send a selection of forms and disclosures using this function. Based on company settings, Pre-Adverse and Adverse Action letters can be queued and or sent from the report directly. Depending on the need, these can either be printed and mailed, or a link can be sent to the email address provided by the applicant.

Applicant Information ↑

Name: **MESS, HANK** SSN/DOB: **123-45-6789 / 07-04-1976**
Email: - Phone: -
Address: **123 MAIN ST, SALEM, OR 97301**
[Edit Applicant Information](#)

Search Results ✓ QA Review Completed ➕ Add to Order

Search	Status	Assigned
Substance Abuse Detection		
eCup 5 Panel	Canceled	

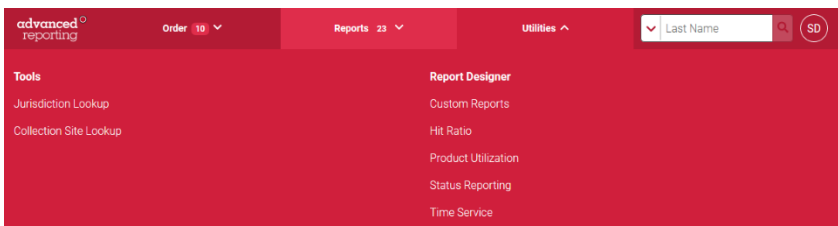
Attachments + ▼
- No Attachments -

Disclosures and Forms ⚠

--Select Disclosure or Form-- ▼

[View](#) [Email](#)

Utilities



The Utilities screen is primarily used for reporting purposes. It allows your users to take a deeper look into how your program is running. If you would like to go over the reports available, please feel free to reach out to our team for a walkthrough.

Admin

Add/Manage Users

In order to add or manage users, an end-user must have the appropriate permissions to do so. The User Set up process is simple and straightforward and allows for customization amongst your organizations various users. You can allow users to order reports for themselves or other users, view reports that other users ordered, and restrict viewing access to certain searches depending on each individual users need to know.

- Custom Reports lets you design your own report
- The Hit Ratio report will allow you to see what percentage of your candidates records have hits/matches
- Product Utilization allows you to see what is being ordered on your candidates.
- Status Reporting gives a snapshot of all of the statuses related to your pending backgrounds
- Time Service lets you review turnaround times for reports or searches

Client Users

Add a New User

Delete a User

Edit an Existing User

Showing 1 result

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User Information

Users > New > Detail

New User

Details

<p>Personal Information</p> <p>First Name*</p> <p>Last Name</p> <p>Job Title</p> <p>Phone Number <input type="text"/> Ext <input type="text"/></p> <p>Alt. Phone <input type="text"/> Alt. Phone Ext <input type="text"/></p> <p>Fax Number <input type="text"/></p> <p>Fax Instructions <input type="text"/></p> <p>Email <input type="text"/></p> <p>Notes on User <input type="text"/></p>	<p>Account Information</p> <p>Login Type* <input type="radio"/> Standard <input type="radio"/> Link Only <input type="radio"/> M/M Only <input type="radio"/> No Access</p> <p>User Name*</p> <p><input type="checkbox"/> Send New Account Setup Email</p> <p>New Password <input type="text"/></p> <p>Confirm New Password <input type="text"/></p> <p><input checked="" type="checkbox"/> Force Password Change</p> <p>Status <input checked="" type="radio"/> Active <input type="radio"/> Disabled</p> <p>Disabled User Message <input type="text"/></p> <p>Reason User was Disabled <input type="text"/></p> <p>User Access IP List <input type="text"/></p> <p>Multi-Factor Authentication (MFA) Information</p> <p>Method <input type="text"/></p> <p><input checked="" type="checkbox"/> User Set Up Required</p> <p><input type="checkbox"/> Disable user MFA editing</p>
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When adding a new user to an account, you have the ability to either provide a password to your user, or trigger the system to send them a link so that they can set up the password themselves.

For security purposes, we highly recommend that if you create the password for the new user, that you force them to change their password

From this screen you are also able to re-activate a disabled user and reset user passwords.

Permissions

Details **Permissions** Linked Accounts

Permissions

User has the following permissions

<p>Non-Administrative</p> <p><input checked="" type="checkbox"/> Order Reports</p> <p><input checked="" type="checkbox"/> Order QuickApp</p> <p><input checked="" type="checkbox"/> View Reports</p> <p>Accounting</p> <p><input checked="" type="checkbox"/> View Prices</p> <p><input checked="" type="checkbox"/> View Details</p> <p><input checked="" type="checkbox"/> View Invoices</p>	<p>Administrative</p> <p><input checked="" type="checkbox"/> View All Reports for Other Users</p> <p><input checked="" type="checkbox"/> View Management Reports</p> <p><input checked="" type="checkbox"/> Manage Billing</p> <p><input checked="" type="checkbox"/> Manage Users</p> <p><input checked="" type="checkbox"/> View Document Library</p>	<p>Management Reports</p> <p><input checked="" type="checkbox"/> HT Ratio Report</p> <p><input checked="" type="checkbox"/> Product Utilization</p> <p><input checked="" type="checkbox"/> Status Reporting</p> <p><input checked="" type="checkbox"/> Time Service Report</p>
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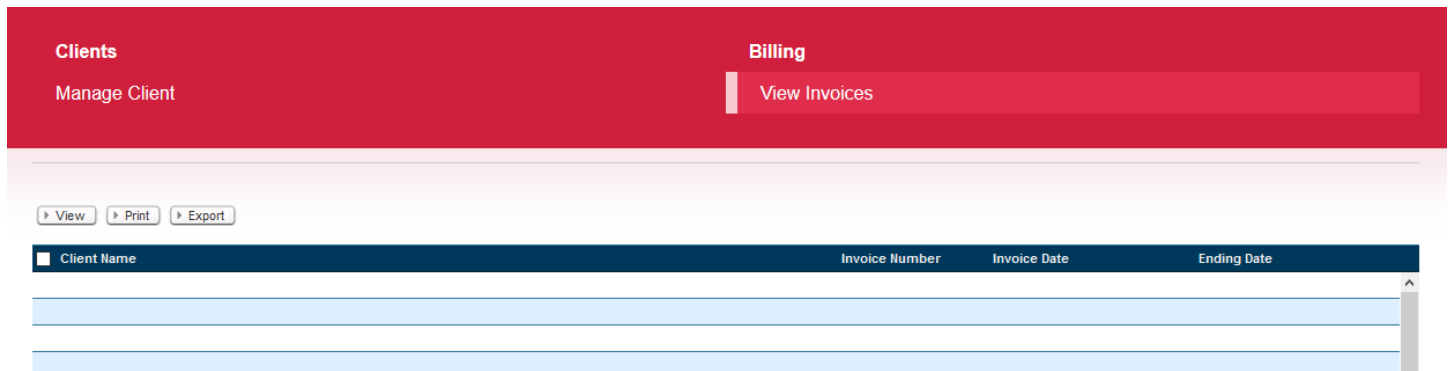
User is allowed to view the following search results and reports

<p>Investigative</p> <p><input checked="" type="checkbox"/> County Criminal Records</p> <p><input checked="" type="checkbox"/> State Criminal Records</p> <p><input checked="" type="checkbox"/> Federal Criminal Records</p> <p><input checked="" type="checkbox"/> International Criminal Records</p> <p><input checked="" type="checkbox"/> State Criminal Database</p> <p><input checked="" type="checkbox"/> National Criminal Database</p> <p><input checked="" type="checkbox"/> National Criminal Database Alias</p> <p><input checked="" type="checkbox"/> Global Security Watch List</p> <p><input checked="" type="checkbox"/> Sex Offender Records</p> <p><input checked="" type="checkbox"/> State Rental Records Database Search</p> <p><input checked="" type="checkbox"/> National Rental Records Database</p> <p><input checked="" type="checkbox"/> County Civil Records</p> <p><input checked="" type="checkbox"/> Federal Civil Records</p> <p><input checked="" type="checkbox"/> Assumed Name Records</p> <p><input checked="" type="checkbox"/> Lien and Judgement Filings</p> <p><input checked="" type="checkbox"/> Bankruptcy Filings</p> <p><input checked="" type="checkbox"/> Custom</p>	<p>Credit</p> <p><input checked="" type="checkbox"/> Credit Reports</p> <p><input checked="" type="checkbox"/> Custom</p> <p>Letters</p> <p><input checked="" type="checkbox"/> Consumer Disclosures</p> <p><input checked="" type="checkbox"/> Adverse/Pre-Adverse/Acceptance</p> <p>Verification</p> <p><input checked="" type="checkbox"/> Residence</p> <p><input checked="" type="checkbox"/> Employment</p> <p><input checked="" type="checkbox"/> Workers Compensation</p> <p><input checked="" type="checkbox"/> Reference</p> <p><input checked="" type="checkbox"/> Personal Reference</p> <p><input checked="" type="checkbox"/> Professional Reference</p> <p><input checked="" type="checkbox"/> Custom</p> <p>Occupational Health</p> <p><input checked="" type="checkbox"/> Occupational Health</p> <p><input checked="" type="checkbox"/> Custom</p>	<p>Identity Development</p> <p><input checked="" type="checkbox"/> Social Security</p> <p><input checked="" type="checkbox"/> Person Search</p> <p><input checked="" type="checkbox"/> Custom</p> <p>Miscellaneous</p> <p><input checked="" type="checkbox"/> View Attachments</p> <p><input checked="" type="checkbox"/> Form I-9 and E-Verify</p> <p>Report Summarization</p> <p><input checked="" type="checkbox"/> Executive Summary</p> <p><input checked="" type="checkbox"/> Tenant Scorecard</p> <p><input checked="" type="checkbox"/> Scorecard Pro</p> <p><input checked="" type="checkbox"/> Custom</p> <p>Credentials</p> <p><input checked="" type="checkbox"/> Professional License</p> <p><input checked="" type="checkbox"/> Education</p> <p><input checked="" type="checkbox"/> Commercial Driver License</p> <p><input checked="" type="checkbox"/> Instant Driver Records</p> <p><input checked="" type="checkbox"/> PSP Crash & Inspection</p> <p><input checked="" type="checkbox"/> Healthcare Compliance</p> <p><input checked="" type="checkbox"/> Custom</p>
--	--	---

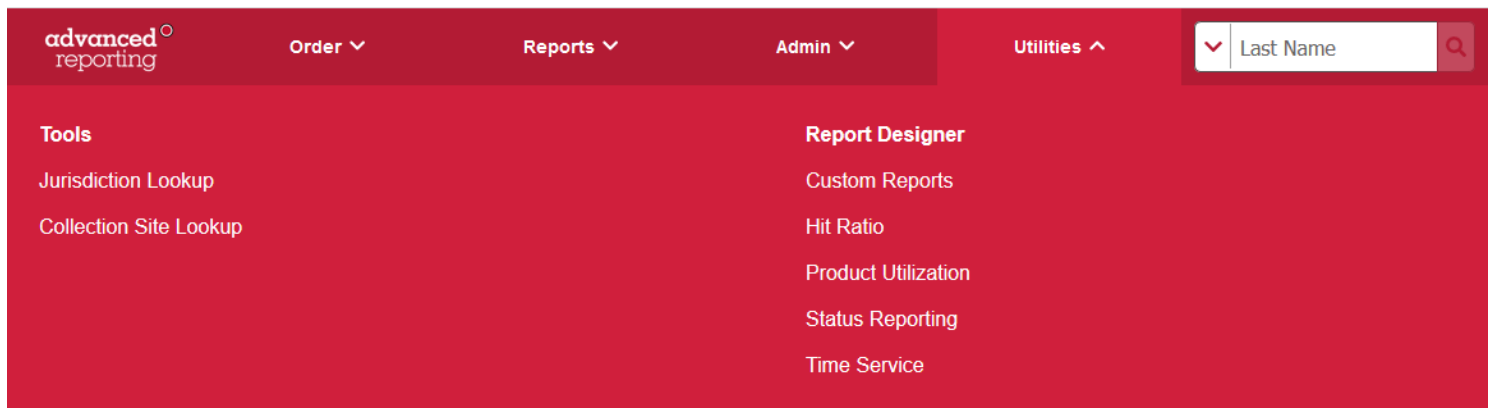
- Allowing users to view reports of other user’s means that they will have access to view all of the reports that have been ordered through your account.
- Allowing users to view pricing and invoices is optional
- Access can be restricted by user IP address as well. If an IP address restriction is used, the Multi-Factor Authentication is no longer a requirement.
- By default users are given access to all of the information that is available in the report.
- If you would like some users to be able to view employment & education verifications, but not criminal records, this is where that can be done.
- Management Reports gives you as a user access to some of the reporting tools that are available within our system.

[View Invoices](#)

The View Invoices section of our system allows for you to look up old invoices, or export invoice details to a CSV spreadsheet for additional review.



[Utilities](#)



The Utilities screen is primarily used for reporting purposes. It allows your users to take a deeper look into how your program is running. If you would like to go over the reports available, please feel free to reach out to our team for a walkthrough.

- Product Utilization allows you to see what is being ordered on your candidates.
- Status Reporting gives a snapshot of all of the statuses related to your pending backgrounds

- The Hit Ratio report will allow you to see what percentage of your candidates records have hits/matches
- Decision Reports allow for you to see what final report decisions are if you have provided us with adjudication criteria that is being applied to your requests
- The cost center report pulls multiple data points together to allow you to take a look at the information

FAQ's

I can't find my applicants report but I know I submitted it.

- Many times when a report has been submitted and a user can't find it within the pending reports section, it's due to a candidate not having completed the online background questionnaire. To see these reports, please check the [Applicant Pending](#) link in the [Order Section](#).

My applicant has told me that he never received the email to complete the background questionnaire.

- In certain instances, a candidate's email filtering can cause notifications to be sent to their spam or junk mail folders. We recommend that the candidate's check these folders to see if this is the case. If they are still unable to locate a copy of the notification, you can [Resend](#) the email notification, or [Edit](#) the candidate's email address to send it to an alternate email address.