

Welcome!

Getting your account Credentialed is Easy

After you have registered your church/organization, First Advantage will begin this next step called the **Credentialing Process**. This process is a verification of the business information you provided when you registered your account.

NOTE: If you have used First Advantage in the past and believe you have already gone through the credentialing process, please email cred@fadv.com and provide your current church/organization name, address, and account number. We may be able to streamline the process.

If you are new to First Advantage, the credentialing process will need to be completed before you are able to open and review background check reports. However, credentialing does NOT need to be completed for you to be able to start ordering background checks. You can order checks anytime after registration is complete. But if you need to open and review a report, you will need to wait for credentialing to be completed. This process takes approximately 1-2 business days.

During the credentialing process, First Advantage may require additional information from you. The faster you provide this information, the faster credentialing will go. So please inform the primary contact to watch their email for additional requests.

Additional information may include the questions below. Once your answers have been reviewed by an Analyst, you will receive a text from Truepic. Texts from Truepic will always come from 1-469-620-8647.

- Do you have an Android or Apple OS smart phone with an internet connection?
- Is your location commercial or residential?
- Is any part of your office space where you will access consumer/background reports being used by another business?
- Are you comfortable downloading apps on your phone?



Please take note:

Access to view the results of your background screening orders will be restricted until the completion of your entity's credentialing. You will be granted viewing rights once you receive notice of your account activation.

Credentialing FAQs

Q: What if my organization does not have a physical address or an office space?

A: Provide the physical address that you will be accessing and storing background check data.

Q: Can I use a PO Box as the organization address?

A: No, the address that is registered for Credentialing must be a physical address.

Q: What is a virtual site inspection?

A: A virtual site inspection involves taking pictures of your physical location and uploading using the free Vision Camera app from Truepic. This is done as a part of credentialing to verify the business information you have provided.

Q: Why is a site inspection required?

A: A inspection is used to confirm the location and physical site security of your place of business. This is done because your organization will be receiving sensitive personal data, so First Advantage is required by the FCRA (Fair Credit Reporting Act) to credential or validate your place of business to confirm that you are a legitimate business with a permissible purpose to access consumer data.

Q: What types of questions that will be asked during the virtual site inspection?

A: The following are examples:

- Take a picture of your office building.
- Questions about safe keeping of sensitive information.
- Take a video of your security measures.

Q: Will First Advantage require any business documentation from my organization?

A: If your organization is actively registered in your state, documentation is not requested from you.

Q: What types of scenarios would require additional documentation for the credentialing process?

A: If your organization is not actively registered in your state, additional documentation may be required. Documents must be in the name of the applicant/business entity at the company's business address as listed on the application. Documents may include:

- Articles of Incorporation
- Copy of any current utility bill (i.e. electric, gas, water, cable, phone (Landline, VOIP or cell are accepted)).
- Copy of current bank statement
 - If the company is too new to have received a bank statement, a letter from the bank written on bank letterhead advising that the customer has a bank account with the banking institution is acceptable.
- Copy of declarations page of commercial insurance policy
- Copy of the lease agreement or property ownership document

Note: Additional documentation will not be requested if the current business registration status is suspended, not active, or not in good standing.

Q: What is the estimated timeline to be credentialed when paperwork is required?

A: Turn-around time for all accounts are 1-2 business days. If we require additional documentation from your organization, we'll follow up with you for 2 business days. After that time, turn-around time is solely dependent upon when the information requested is provided by you.