

# advanced<sup>o</sup> 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](http://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:	<a href="#">Forgot Username?</a>
<input type="text"/>	
Password:	<a href="#">Forgot Password?</a>
<input type="password"/>	
<input type="button" value="Login"/>	

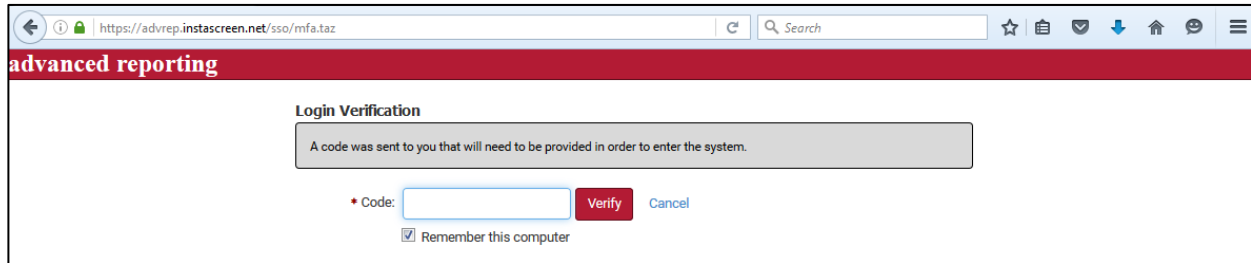
**NOTICE:** The use of this system is restricted. Only authorized users may access this system. All Access to this system is logged and regularly monitored for computer security purposes. Any unauthorized access to this system is prohibited and is subject to criminal and civil penalties under Federal 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.

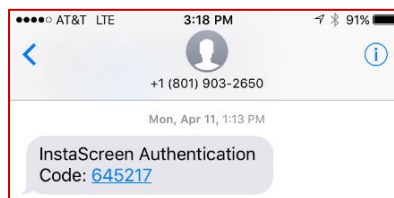
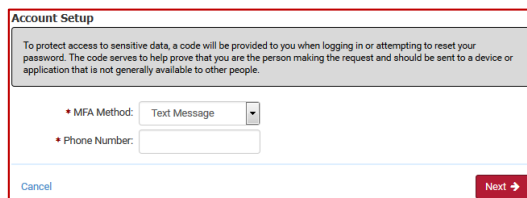
## MFA Delivery Options

### 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

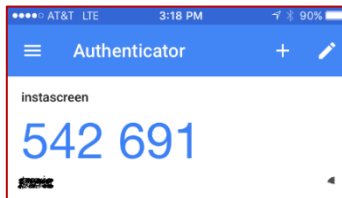
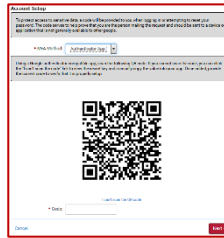


## 2. Google Authenticator App

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.

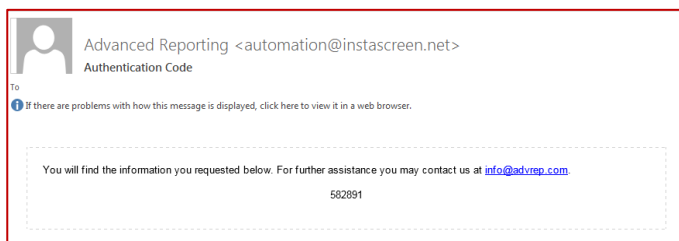
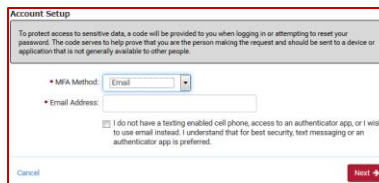


## 3. Email

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:	<input type="text" value="-- Please Select --"/>
Answer to Question 1:	<input type="text"/>
Question 2:	<input type="text" value="-- Please Select --"/>
Answer to Question 2:	<input type="text"/>
Question 3:	<input type="text" value="-- Please Select --"/>
Answer to Question 3:	<input type="text"/>

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](mailto:info@advrep.com).

## Home Screen

**advanced reporting**

Order 11

Reports 23

Utilities

Last Name

SD

Welcome back

**News & Announcements**

**Possible Report Delay Notices**  
*Essex, Hampden and Worcester Counties, MA*  
Extended turnaround time possible depending on lower court availability and responsiveness. Current TATs vary from 3 days to 6 weeks.  
*Marion, Moore, Picket Counties, TN*  
Extended turnaround time possible depending on court clerk availability and responsiveness. Current TATs are approaching 2 weeks.

**Compliance Resources**  
Click here for complementary access to the [State Rules Register](#), a state by state guide to consumer reporting laws and regulations that could impact you as an end user of consumer reports.

**Phone Support**  
888-375-0451 or 503-375-0451 x0  
Monday - Friday 8:00am to 5:30pm Pacific Time

**2019 Holiday Closures**  
Memorial Day - Monday, May 27  
Independence Day - Thursday, July 4  
Labor Day - Monday, September 2  
Thanksgiving - Thursday, November 28 & Friday, November 29  
Christmas - Tuesday, December 24 at 1:00pm & Wednesday, December 25

**2020 Holiday Closures**  
2020 New Year's Day - Wednesday, January 1

**Contacts and Escalations**  
**General Inquiries, Status Questions**  
Operations Team (503)375-0451 [info@advrep.com](mailto:info@advrep.com)  
**Account Information, Package Creation and Questions**  
Hallee Gilbertson, Client Relationship Manager (503)375-0454 [hgilbertson@advrep.com](mailto:hgilbertson@advrep.com)  
**Operations Issues and Escalations**  
Desiree Long, Operations Manager (503)779-1352 [dlong@advrep.com](mailto:dlong@advrep.com)  
**Compliance Questions, Disputes, Forms**  
Nicholas Fein, Compliance & QA Manager (503)779-1859 [nfein@advrep.com](mailto:nfein@advrep.com)  
**Billing Questions and Payments**  
Marylouise Miller, Accountant (503)779-1330 [mmiller@advrep.com](mailto:mmiller@advrep.com)

**Advanced Reporting LLC**

Phone: **503-375-0451**  
Toll Free: 888-375-0451  
Fax: 503-364-0195  
Fax Toll 877-450-2774  
Free:  
Email: [info@advrep.com](mailto:info@advrep.com)  
Address: PO Box 12398  
Salem, OR 97309

Your last login was on May 14th at 12:12 pm

[My Profile](#)

Contact Information

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## 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.com/Helpdesk/StateRulesRegister.aspx?cid=11111

### 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.

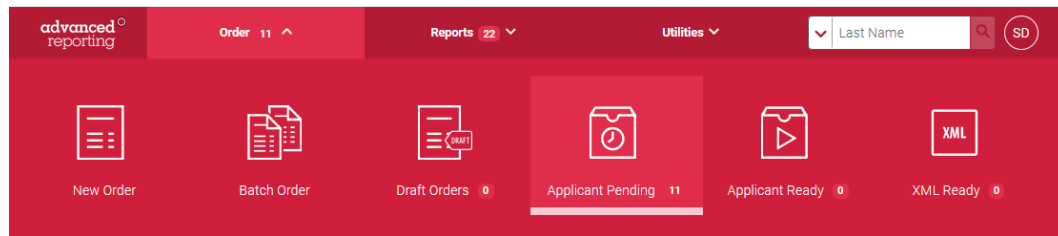
Every effort is made to keep this data current. New content is added after a law is passed and before it goes into affect. The law is analyzed by the author. Pending laws are indicated along with effective date. Bills that are merely introduced and have not been passed are not included herein.

#### 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 Pending Reports**

Reset Expiration Date   Resend Invitation   Cancel

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

Items per page: 100   Showing 1 to 1 of 1 applicants.

### 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.

advanced reporting

Order 19 Reports 22 Utilities Last Name SD

Find

Pending Reports 22 Last Reports

Completed Reports Advanced Search

Disclosures Queue: 0

Monitoring Queue: 0

Pending Reports

Export Assign Print Filter: My Reports

Name	SSN	File	Report To	Assigned To	Status	Ordered	Type	Flag
MUELLER, GUNNAR		270320	DEMO	Hailee Gilbertson	Pending	2017-09-13	Employment	

Items per page: 100 Showing 1 of 1 reports. (Filtered from 765 total entries)

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View Report

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.

advanced reporting

Order 1836 Workspace 3300 Admin Utilities Client Name HG

Report Results - #270320 - MUELLER, GUNNAR

Synopsys

View Print Add to Order

Order Details

Status: Pending

Decision: -

Order Date: 09-13-2017 12:59 PM MDT

Report Date: 09-13-2017 1:16 PM MDT

File Number: 270320 / Synopsys

Report To: DEMO / Synopsys

Assigned To: Gilbertson, Hailee

Requestor: Desiree Long

Email: dlong@advrep.com

Phone: -

Alt Phone: -

Fax: -

Product: -

Charges: \$0.00

Applicant Information

Name: MUELLER, GUNNAR

Email: TRAVISDAY@ADVREP.COM

Address: GARTENSTRASSE 97, BERLIN, 10115 Germany

Country of Residence: GERMANY

SSN/DOB: - / -

Phone: 011456878985

Search Results

GA Review Completed Add to Order

Name	Status	Assigned
MUELLER, GUNNAR	Pending	
Global Security Watch List		
MUELLER, GUNNAR	Complete	Unassigned

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

Reply Reply All Forward IM

Fri 01/15/2016 8:56 AM

Advanced Reporting <automation@instascreen.net>

Completed Report #172684 - TESTER - 01-15-2016 9:55 AM MST

Date: 01-15-2016 9:55 AM MST

Hello Requester,

Advanced Reporting has completed the screening report for TESTER, TOMMY. To view this report, please click on the link below or copy it into any internet browser.

<https://advrep.instascreen.net/editor/viewReport.taz?file=172684>

Please use the same login information that you use to access your account.

As always, you can view this report and other reports for your company by logging into your account.

Sincerely,

Advanced Reporting

Phone: 503-375-0451

Toll Free Phone: 888-375-0451

Fax: 503-364-0195

Toll Free Fax: 877-450-2774

Reply Reply All Forward IM

Fri 01/15/2016 8:56 AM

Advanced Reporting <automation@instascreen.net>

Report Decision

To Elaine Rosenberg

If there are problems with how this message is displayed, click here to view it in a web browser.

The following report for TOMMY TESTER, File #172684, has been set as Approved (per client specifications). Please click [here](#) to view your report.

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.

advanced reporting

Order 1836

Workspace 3329

Admin

Utilities

Client Name

HG

Results

Print Report

advanced reporting

Professional Background Screening Services

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

SSN

-

DOB

-

DRIVERS LICENSE

-

PHONE NUMBER

011456878985

E-MAIL

TRAVISDAY@ADVREP.COM

ADDRESS(ES)

GARTENSTRASSE 97

CITY/PROVINCE / POSTAL CODE / COUNTRY

BERLIN 10115, Germany

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

SEARCH DATE

05-14-2019 12

CITY, STATE

HANNOVER, Germany

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

advanced reporting

Order 1837

Workspace 3309

Admin

Utilities

Client Name

HG

Report Results - #250074 \* - KENT, JONATHAN

Demo

Ann Body

View

Print

Add to Order

Completed Email

New Order

Order Details

Status:

Complete

Decision:

Order Date:

05-19-2017 2:22 PM MDT

Requestor:

Ann Body

Report Date:

02-06-2018 10:22 AM MST

Email:

dlong@advrep.com

File Number:

250074 / -

Phone:

503-555-1234

Report To:

Demo / -

Alt Phone:

-

Assigned To:

Rosenberg, Elaine

Fax:

-

Product:

Charges:

\$0.00

Applicant Information

Name:

KENT, JONATHAN

SSN/DOB:

111-22-3333 / 04-16-1943

Email:

jkent@smallville.net

Phone:

9135559880

Address:

345 GLENDALE AVE, Smallville, KS 66538

Drivers License:

KS - A32463

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<sup>o</sup>  
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<sup>o</sup>  
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<sup>o</sup>  
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:

Search

Clear

## 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.

- 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

## 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.

Client Users

Add a New User

Users

Billing

Add User

Edit

Delete

Delete a User

Edit an Existing User

Settings

User	Job Title	Phone	EXT	Status	Date Created	Created By	Date Modified	Modified By	Sessions
<input type="checkbox"/> Doe, Jane	HR Coordinator	-	-	ACTIVE	Jun 27, 2017	Day, Travis	Sep 26, 2019	Gilbertson, Halle	

Showing 1 result

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User Information

Users > New > Detail

New User

Details

Personal Information

First Name\*

Last Name

Job Title

Phone Number

Ext

Alt. Phone

Alt. Phone Ext

Fax Number

Fax Instructions

Email

Notes on User

Account Information

Login Type\*

User Name\*

Send New Account Setup Email

New Password

Confirm New Password

Force Password Change

Status

Disabled User Message

Reason User was Disabled

User Access IP List

Multi-Factor Authentication (MFA) Information

Method

User Set Up Required

Disable user MFA editing

Cancel

Save

Permissions

Details Permissions Linked Accounts

Permissions

User has the following permissions

Non-Administrative

Order Reports

Order QuickApp

View Reports

Accounting

View Prices

View Details

View Invoices

Administrative

View All Reports for Other Users

View Management Reports

Manage Billing

Manage Users

View Document Library

Management Reports

HT Ratio Report

Product Utilization

Status Reporting

Time Service Report

View Reports

User is allowed to view the following search results and reports

Investigative

County Criminal Records

State Criminal Records

Federal Criminal Records

International Criminal Records

State Criminal Database

National Criminal Database

National Criminal Database Alias

Global Security Watch List

Sex Offender Records

State Rental Records Database Search

National Rental Records Database

County Civil Records

Federal Civil Records

Assumed Name Records

Lien and Judgement Filings

Bankruptcy Filings

Custom

Credit

Credit Reports

Custom

Letters

Consumer Disclosures

Adverse/Pre-Adverse/Acceptance

Verification

Residence

Employment

Workers Compensation

Reference

Personal Reference

Professional Reference

Custom

Occupational Health

Occupational Health

Custom

Identity Development

Social Security

Person Search

Custom

Miscellaneous

View Attachments

Form I-9 and E-Verify

Report Summarization

Executive Summary

Tenant Scorecard

Scorecard Pro

Custom

Credentials

Professional License

Education

Commercial Driver License

Instant Driver Records

PSP Crash & Inspection

Healthcare Compliance

Custom

Cancel

Save

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.

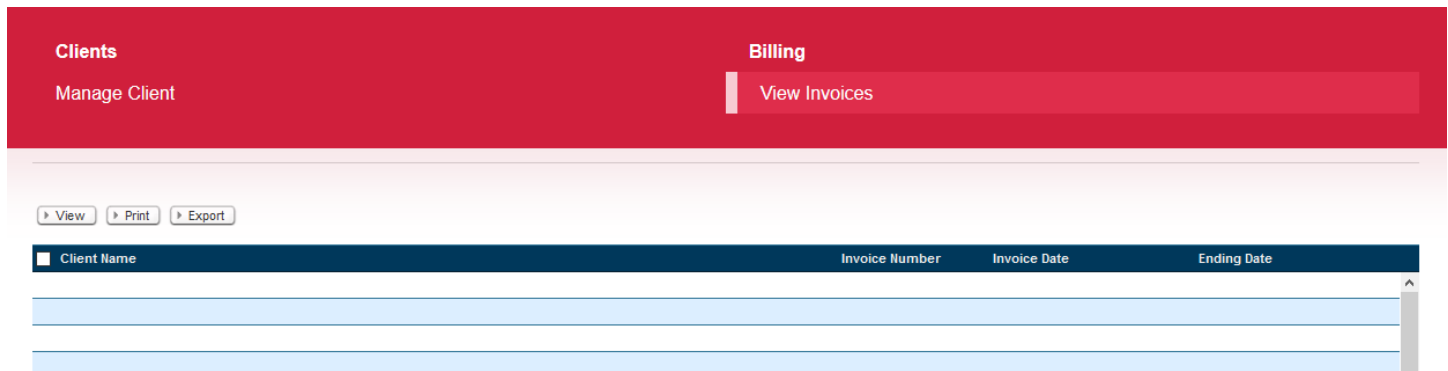
For security purposes, we highly recommend that if you create the password for the new user, that you force them to change their password

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

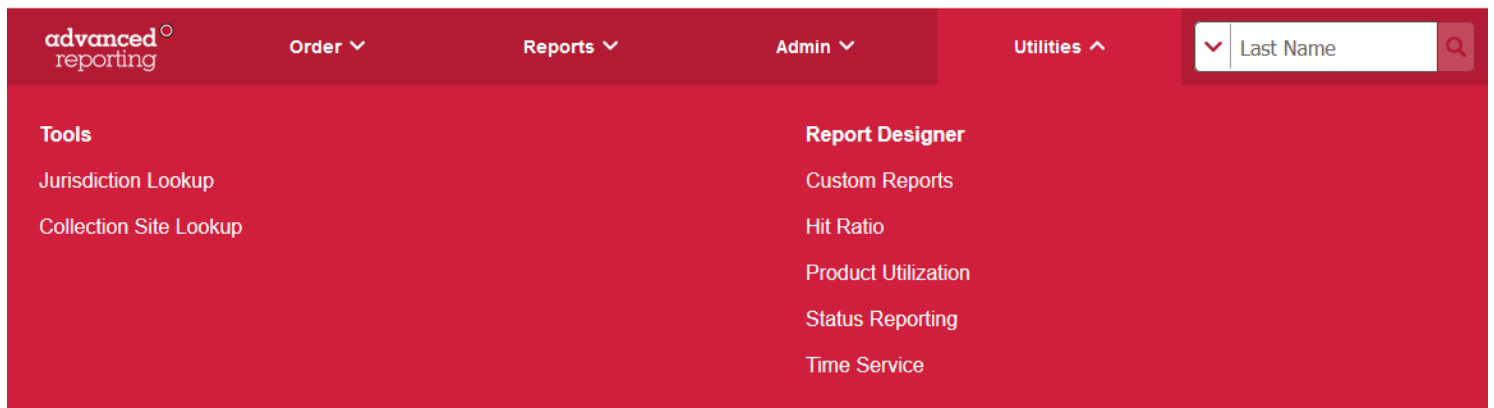
- Allowing users to view reports of other user’s means that they will have access to view all of the reports that have been ordered through your account.
- Allowing users to view pricing and invoices is optional
- Access can be restricted by user IP address as well. If an IP address restriction is used, 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.