



Pop Warner Little Scholars, Inc.
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www.popwarner.com



MEMO

TO: Pop Warner Region/League/Association Contacts
FROM: Beth S. Dietz, National Pop Warner
RE: 2015 First Advantage Background Check Procedures
DATE: June 2015

In accordance with Pop Warner's Child Protection Policy, background checks must be performed ANNUALLY prior to the start of the volunteer's service in Pop Warner. First Advantage is the official online national background check provider of Pop Warner and provides multi-state screening services delivered instantaneously once your account is approved.

INSTRUCTIONS FOR PERFORMING BACKGROUND CHECKS.

1. Review the Pop Warner background screening rules and procedures on the following link: http://www.popwarner.com/forms/Background_Checks.htm.

2. Register for a First Advantage account by going to the above Pop Warner Link or to: <https://volunteer.fadv.com> and clicking on "Sign Up Now". To learn more about First Advantage background checks click on "Take a Tour".

Please note that when registering for the first time, it will take approximately **7-10 business days to set up your account** after receiving your initial application and supporting documents, so please plan accordingly and leave yourself enough time to perform the checks prior to the start of the season.

When registering initially, items to check and verify are as follows:

- **Physical Street Address:** Place(s) where the screening will be ordered and reviewed
- **Telephone:** Phone number associated with Physical Street Address above.
- **Email Address of User:** The First Advantage Account Set Up team will send follow-up and account info to this email so please check junk/SPAM folders for correspondence.
- **Application Checklist:** Please print, fill out, and send in all items so First Advantage has the correct contact person to coordinate the site visit.
- **Business Documents:** Please include your organization name in the application checklist as we need to verify your organization is a member in good standing of Pop Warner.
- **Promo Codes:** The Promo Codes will give you access to Pop Warner special pricing, which includes no set up fee or annual fee charges. Promo Codes to enter: RSPOP and NCR. If you want to set up one credit card for all checks you need to enter the special code: popwarner.

If your Pop Warner organization already has an active account with First Advantage, you do **not** need to sign up for a new account— your account is still valid. Please remember to log-in periodically throughout the year to change your password as it expires every 60 days. If you need a password or login assistance, please contact First Advantage Customer Service at the numbers below.

3. Make sure you have your completed Official Pop Warner volunteer applications and supporting documentation to verify the data (copies of licenses, etc.). Then, log into your First Advantage account using your log in and password and you will be brought to the First Advantage volunteer screening homepage featuring Best Practices, FAQ's and contact information. Review information to familiarize yourself with the screening process and any updates.
4. When you are ready to perform the screening, click on the Background Screens tab on the right and then select "Perform Search" (or you may choose Batch Reporting for bulk processing if available through First Advantage). Select the state of residency of the applicant and input the required information.
5. Once your state is selected, you will need to check various boxes for a Volunteer Check in accordance with the First Advantage User Guide (and you can click on Live Chat for assistance). **The MOST IMPORTANT BOX to select at this juncture is "Regular" at the bottom under the heading "Instant Database Criminal Searches" and make sure the \$1.50 rate is highlighted.** The First Advantage system automatically defaults to the National Criminal File PLUS search (\$6.50) – the more expensive search so please make sure you check the \$1.50 search.
6. Background check results are returned instantaneously once your account is set up.
7. Once all organization background checks are completed, leagues must sign and file the current annual League Affidavit of Compliance found on the Pop Warner website affidavits with the National Office. **The Association Affidavit should be sent to and retained by the League. Any association affidavits received by national will be returned to the league.** The Deadline for receipt of league affidavits at the National Office is **October 1, 2015. We can accept either a fax or e-mail as long as it is legally signed by the League Official.**
8. Further Details:

First Advantage customer service representatives are available to assist you at the following times and numbers:

When do I call my Account Manager?

Marvin Hudgins 678-710-7251

Marvin.hudgins@fadv.com

- To resolve non-transactional service requests
"Proactive account management"
 - Reports
 - Account set up (location only)
 - Client Education/Training
 - Escalations



Customer Service Contact

Options

Premier 1 Customer Service

1.866.439.7179 Inside the U.S.

+1 678.694.2098 Outside the U.S.

premier1@fadv.com

Option 1: Technical Support

Available 24/7 (closed Thanksgiving, Christmas and New Year's)

- Difficulty Obtaining Access
- Password Problems

Option 2: Drug Testing

Option 3: CVS I9 services

Option 4: I9 Services

Option 5: General Customer Service

Available Monday – Friday, 8:00 am-8:00 pm ET

- Report Inquiry
- New Logins, Accounts, or Location Setup
- Account Structure Questions
- Check status of searches (have CID number available)

FCRA Consumer Disclosure Center

800.845.6004

If an applicant disputes the results of their report they can call this number for more information.

If you have any questions regarding First Advantage, please contact me at 215-752-2691 Ext 122.

Thank you.