



Tips for Completing Your Background Check with Corporate Screening, a First Advantage Company

Personal Details:

- Requests for additional information may come from Corporate Screening or Henry Ford Health – please respond promptly.
- Ensure that personal details are entered correctly. Incorrect information could impact your start date and in some instances.
- Check that your name, social security number and date of birth are correct.

Education:

- Enter the highest **completed** level of education – do not include certifications or incomplete degrees.

Employment:

- Provide previous 10 years of history.
- Henry Ford Health requires at least one employment instance be validated. Not granting access to contact any employer could impact your start date and in some instances.
- If your most recent employer includes temporary or contract work, provide the name of the agency you collected your income from, not the place you were assigned to work.

Frequently Asked Questions & Answers

- I never received an email to complete the background check form. What do I do?
 - Check your email often including spam/junk folders.
 - Confirm with Henry Ford Health what email address was submitted with the background check.
- Help! I can't log in.
 - You'll need to enter your last name, email address, and last 4 of SSN if applicable. Entry is not case sensitive. The email address is likely the email address used to apply to Henry Ford Health. If you're having trouble, first check with Henry Ford Health to confirm the last name, email, and last 4 of SSN submitted with your order. If you're still having trouble, contact Corporate Screening's Customer Care team.
- How do I request a copy of my background check or dispute the result of my background check?
 - Call us at 800-229-8606 x5 between 7am – 3pm EST or send an email to CScompliance@fadv.com. If emailing, include your full name, the company you applied for your current address, and your request.
- How do I check the status of my background check?
 - Contact our Customer Care team.
- How do I contact Corporate Screening Customer Care?
 - [Chat](#): Select platform: Corporate Screening Services – EASE to prevent transfers.
 - Phone: 800-229-8606, Monday through Friday, 8am – 8pm EST. Email: css@fadv.com