



## Fastrax Instructions

Fastrax is a secure website. The address is <https://www.fastraxselect.com/> It is suggested that you mark Fastrax as a favorite.

1. From the home page, select the red **Client Login** button.
2. Enter your User Name # and Password (provided by Fastrax) and hit the Login button. This will allow you into the system and take you to the Search page.
3. The Search page gives you the average turnaround time for all requests made over the past 90 days and tells you how many Pending Requests and/or New Results you have. It also allows you to search for any request by name, social security number, and location.
4. To submit a request, choose the New Request menu item at the top. Choose the type of report desired (either individual or combined). To view what is included in a combined report click on the name. Once selected, use the Next button.
5. Enter the applicant information. The Control Code is completely for your use. It will show on the report and invoice, and is searchable on the Search Page. Continue.
6. Enter any additional information needed for the background check you selected. Please enter as much information as possible. Continue.
7. The Delivery tab provides the ability to send an email notification to any contact on your account. This email will only notify them that the request has been completed, and will provide a link to our website. Continue.
8. Review the information entered. **Remember: The background check is only as accurate as the information provided.** Select the Submit Request button.
9. The Payables link provides documentation that payments are received and applied properly. This page allows you to stay abreast of the status of your account.
10. The Forms link allows you to view and print any paperwork used in the background check process: Release Forms, Employment History Forms, Consumer Rights Statement, etc.
11. The FCRA link provides the means to be fully compliant with FCRA regulations in the event an applicant is not hired. Call FASTRAX if you need further instruction in this area.
12. The link that reads, Live Chat, in the top right hand corner, is a feature that opens a private chat room for immediate response to your questions. One of our Customer Support representatives will be happy to help you.
13. The Contact link will open a list of departments within Fastrax and allow email communication to be sent directly to the head of the chosen department. Responses to email messages generated from Fastrax are high priority.