

Customer Experience Enhancements

2026 Quick Reference Guide

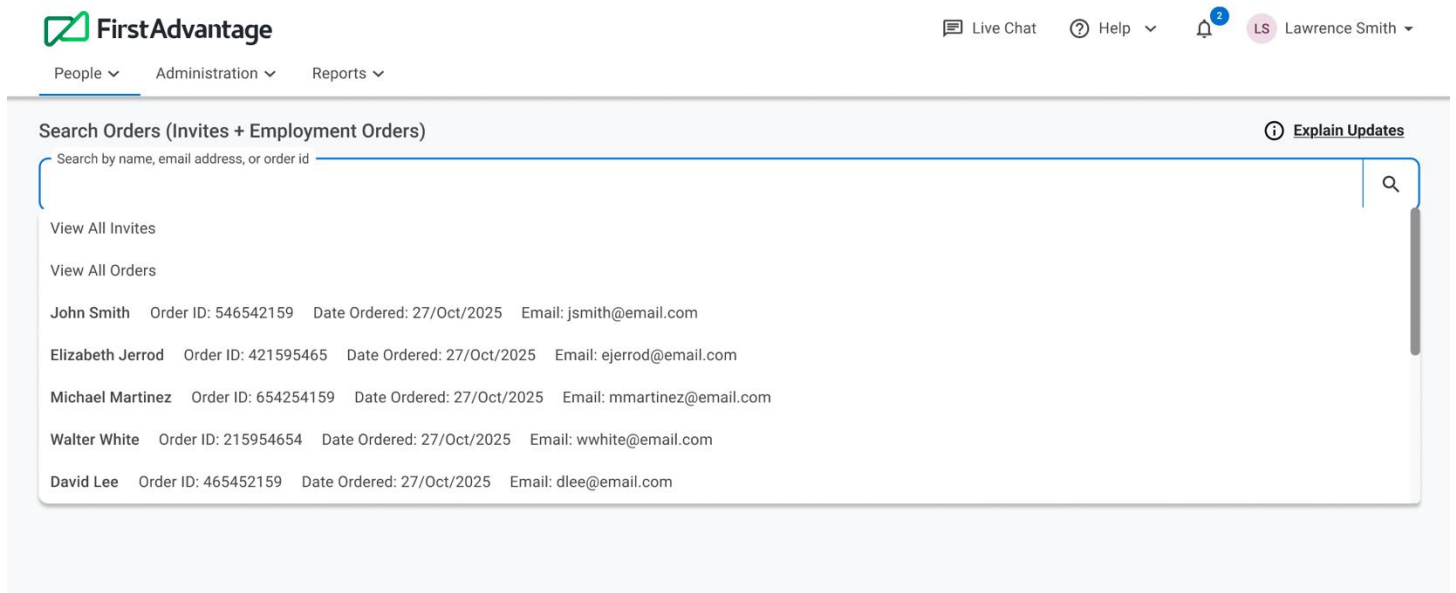
Quick Reference Guide – Customer Experience Enhancements

This quick reference guide is intended to provide you with an introduction to our enhanced customer experience for Enterprise Advantage.

We are introducing a powerful upgrade designed to give recruiters, HR teams, administrators, and operational users faster, more intuitive access to the information they rely on every day.

Smart Search: Faster, Smarter, Unified Access

The new Smart Search now simplifies how you locate **invites**, **employment screening orders**, and **recently viewed items**, all from a single, unified search bar.



The screenshot shows the FirstAdvantage user interface. At the top, there's a navigation bar with the FirstAdvantage logo, a 'Live Chat' button, a 'Help' dropdown, a notification bell with a '2' badge, and a user profile for 'Lawrence Smith'. Below the navigation bar are tabs for 'People', 'Administration', and 'Reports'. The main content area is titled 'Search Orders (Invites + Employment Orders)' and features a search bar with the placeholder text 'Search by name, email address, or order id'. To the right of the search bar is a magnifying glass icon and a link to 'Explain Updates'. Below the search bar, there are two links: 'View All Invites' and 'View All Orders'. A list of search results is displayed, showing names, order IDs, dates ordered, and email addresses.

Name	Order ID	Date Ordered	Email
John Smith	546542159	27/Oct/2025	jsmith@email.com
Elizabeth Jerrod	421595465	27/Oct/2025	ejerrod@email.com
Michael Martinez	654254159	27/Oct/2025	mmartinez@email.com
Walter White	215954654	27/Oct/2025	wwhite@email.com
David Lee	465452159	27/Oct/2025	dlee@email.com

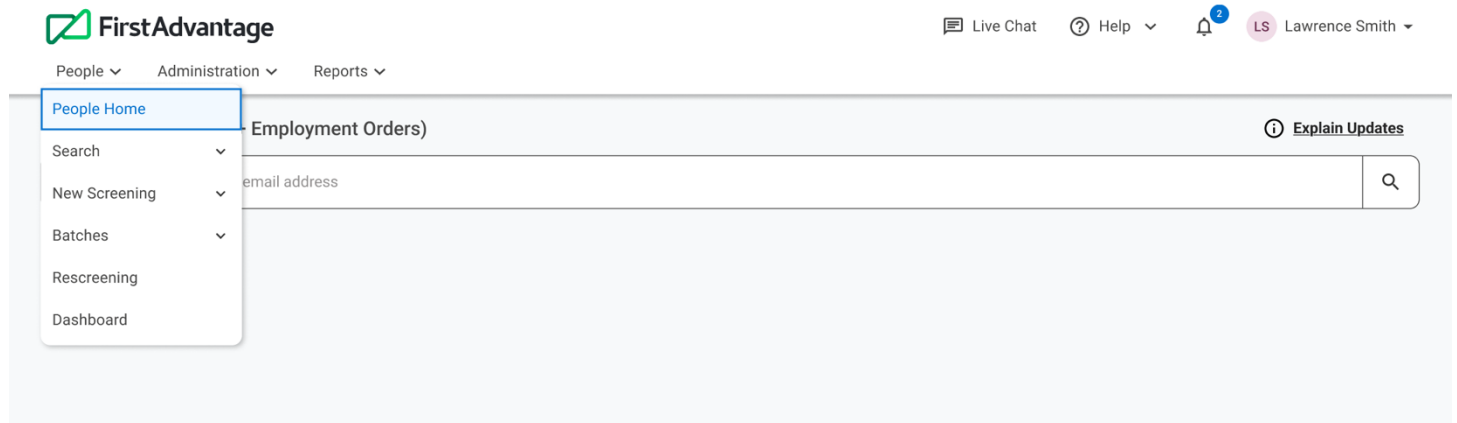
Key Improvements

- **Unified Search Experience** across invites, profiles, and orders
- **Autosuggest** for faster results
- **Quick Links** to commonly accessed actions
- **Recent Orders & Activity** for continuity and efficiency

This enhancement reduces time spent navigating the system and improves productivity by surfacing the most relevant information instantly.

Navigation Bar: Simplified and Intuitive

Our updated horizontal navigation bar introduces a **cleaner, more intuitive experience** through a modern layout, simplified dropdowns, and consolidated functionality. These improvements are designed to eliminate the previous overlap of similar actions spread across multiple submenus, reducing fragmentation and making it easier for users to quickly locate and complete key tasks.

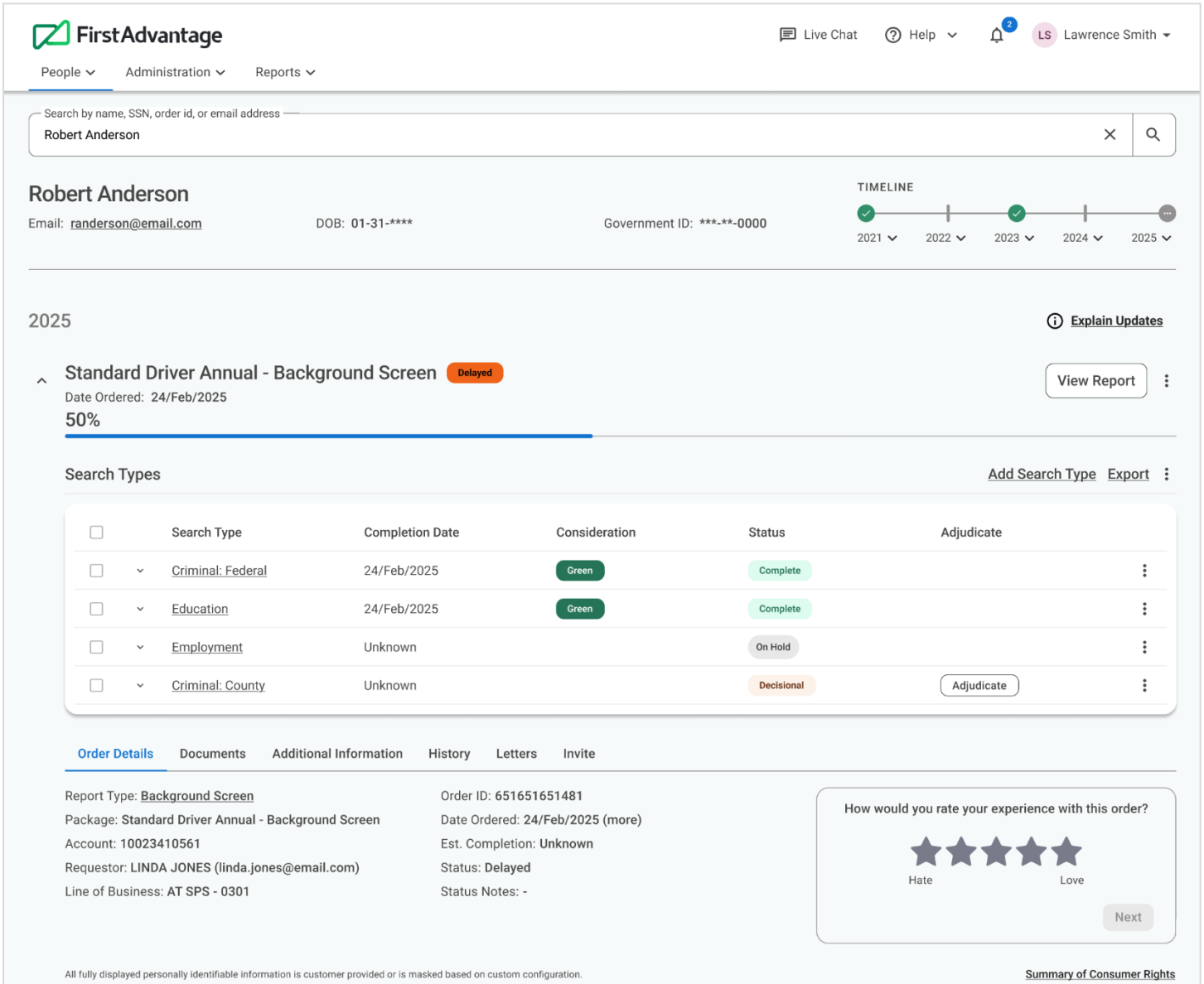


Key Improvements

- **Consolidated search & order design:** Previously separate Profile Advantage and Employment Screening search and order functions are now unified in a single, intuitive menu
- **Centralized batch management:** All batch activities in one location
- **Cleaner layout:** Help, notifications, chat, and logout moved to top-right

Person Record: Unified View of the Candidate

The Order Details page has been enhanced to become the **Person Record**. The **Person Record** delivers a centralized, easy-to-navigate view that brings together candidate invite details, profile information, and order data in one place—reducing the need to switch between screens and enabling faster decision-making.



The screenshot displays the FirstAdvantage Person Record for Robert Anderson. The interface includes a top navigation bar with 'People', 'Administration', and 'Reports' tabs. A search bar at the top left contains the name 'Robert Anderson'. The candidate's profile information is shown, including email (randerson@email.com), DOB (01-31-****), and Government ID (***-**-0000). A timeline at the top right shows years from 2021 to 2025, with a green checkmark in 2023. Below the profile, the '2025' section shows a 'Standard Driver Annual - Background Screen' with a 'Delayed' status and a 50% completion bar. A 'View Report' button is available. The 'Search Types' section contains a table with columns: Search Type, Completion Date, Consideration, Status, and Adjudicate. The table lists four search types: Criminal: Federal, Education, Employment, and Criminal: County. The bottom section, 'Order Details', provides information about the report type, package, account, requestor, and line of business. A feedback section asks 'How would you rate your experience with this order?' with a star rating and a 'Next' button. A footer note states: 'All fully displayed personally identifiable information is customer provided or is masked based on custom configuration.' and a link to 'Summary of Consumer Rights' is provided.

Robert Anderson
Email: randerson@email.com DOB: 01-31-**** Government ID: ***-**-0000

2025 [Explain Updates](#)

Standard Driver Annual - Background Screen Delayed [View Report](#)

Date Ordered: 24/Feb/2025
50%

Search Types [Add Search Type](#) [Export](#)

☐	Search Type	Completion Date	Consideration	Status	Adjudicate
☐	Criminal: Federal	24/Feb/2025	Green	Complete	
☐	Education	24/Feb/2025	Green	Complete	
☐	Employment	Unknown		On Hold	
☐	Criminal: County	Unknown		Decisional	Adjudicate

Order Details [Documents](#) [Additional Information](#) [History](#) [Letters](#) [Invite](#)

Report Type: [Background Screen](#) Order ID: 651651651481
Package: Standard Driver Annual - Background Screen Date Ordered: 24/Feb/2025 (more)
Account: 10023410561 Est. Completion: Unknown
Requestor: LINDA JONES (linda.jones@email.com) Status: Delayed
Line of Business: AT SPS - 0301 Status Notes: -

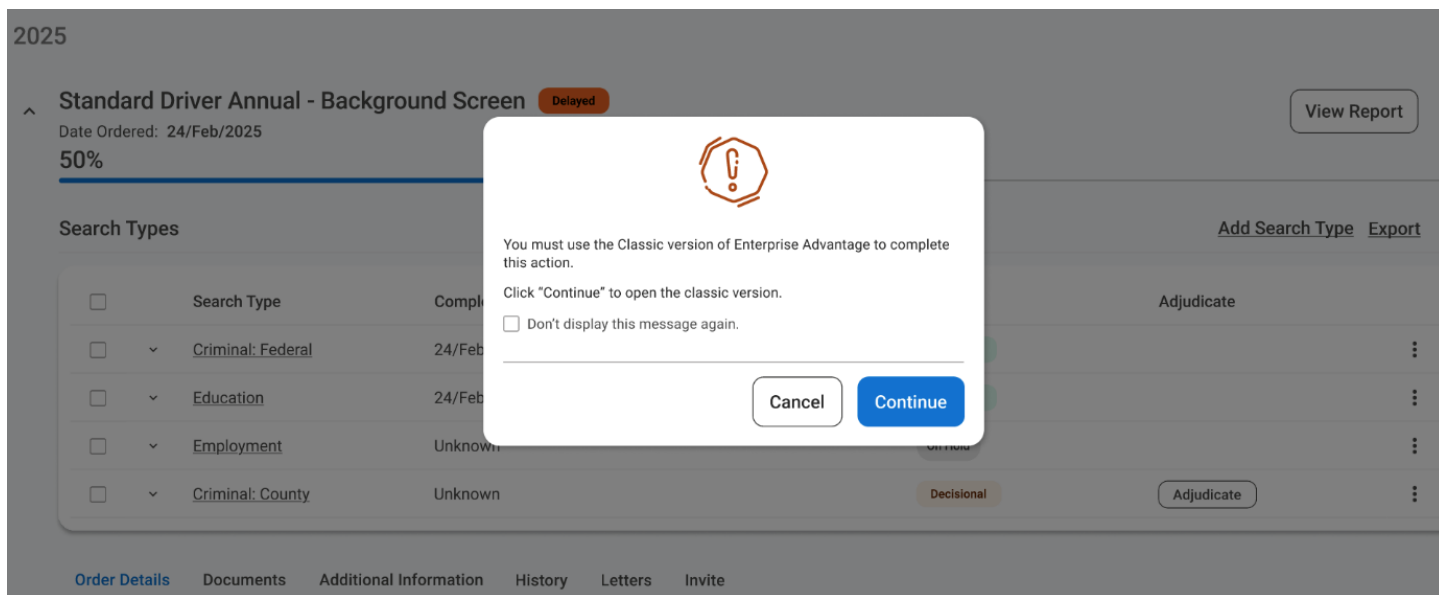
How would you rate your experience with this order?
★ ★ ★ ★ ★
Hate Love
[Next](#)

All fully displayed personally identifiable information is customer provided or is masked based on custom configuration. [Summary of Consumer Rights](#)

Key Improvements

- **Unified Candidate View** — Combines candidate profile data, invite details, and screening results into a single, comprehensive record
- **Centralized Order Visibility** — Provides a clear, real-time snapshot of order status and required actions
- **Intuitive, Decision-Ready Layout** — The Person Record is designed to help users quickly locate key information, understand status at a glance, and confidently take the next step in the hiring process

- **Seamless Access to the Classic Enterprise Advantage Experience** — Direct access to the Classic Enterprise Advantage (EA) experience for advanced workflows not yet supported in the new experience.



FAQs

Smart Search

Q: What exactly can I type into the search bar?

A: You can enter a **name**, **order ID**, **email address**, or **SSN** (if permitted). Multi-field parsing is supported.

Q. Why do I see Quick Links at the top of the dropdown?

A: These links are designed to help you jump to:

- Full list of Profiles
- Full list of Employment Orders

Q: Why do I only see my last 5 orders?

A: Our experience shows your 5 most recent order views to reduces clutter and speed up response time.

Q. Why are some orders missing from autosuggest?

A: You may not see an order if

- The order is older than 45-60 days
- You do not have the correct permissions enabled to access the order
- The feature flag isn't fully enabled
- The search term is too broad

Navigation Bar

Q: What is the new Navigation Bar and how is it different?

A: The new Navigation Bar provides a consistent and modern way to access key areas such as People Home, Search, New Screening, and Dashboards within your account. It is designed to reduce clicks, improve discoverability, and enable smoother navigation across your workflows.

Q: Why does the Navigation Bar look different from what I'm used to?

A: The updated design is part of a series of enhancements we are making, starting 2026 and continuing through 2026, that are focused on improving usability, accessibility, and consistency across pages. This update aligns navigation with a more intuitive, user-friendly structure.

Q: How do I quickly switch between Orders, Search, and Profiles?

A: Use the Navigation Bar options directly—each section is always accessible from the top-level navigation, allowing you to switch between workflows without needing to return to the Home page.

Person Record

Q: Where are reports and documents?

A: All reports and files are in the **Documents tab**; compliance letters are in the **Letters tab**.

Q: Why can't I perform certain actions?

A: Some actions are either **permission-restricted** or need to continue to be handled via the Classic Enterprise Advantage experience.

Q: Why does a "classic" pop-up appear?

A: Certain actions open the Classic Enterprise Advantage view in a **modal**, allowing you to complete tasks without leaving the page; updates sync automatically.

Q: Why don't I see the Invite tab?

A: This tab only appears for **invite-based orders** (not direct orders).

Q: How do I view/update candidate details?

A: Use **Subject/Contact tabs** or click the **candidate name** to open the full profile.