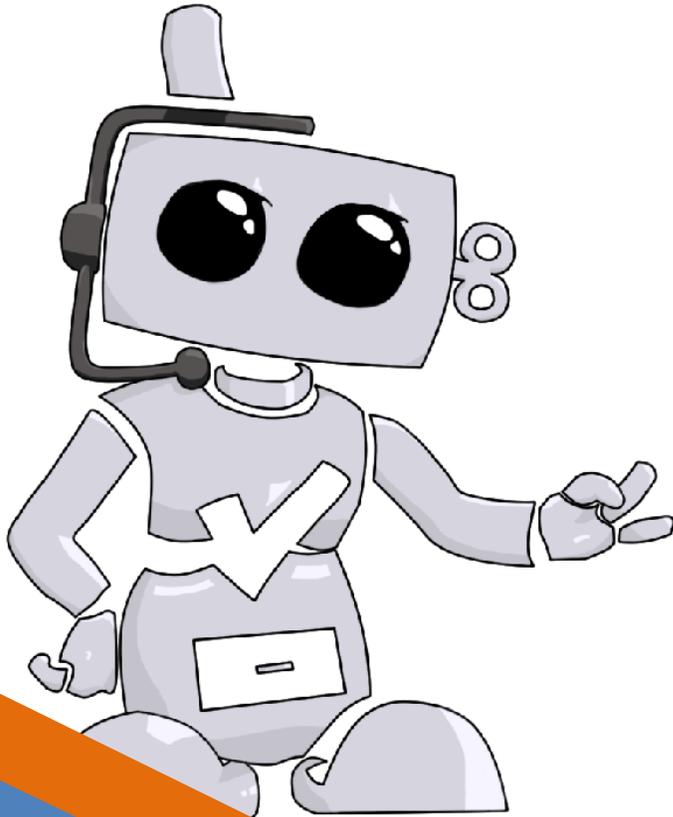


complio

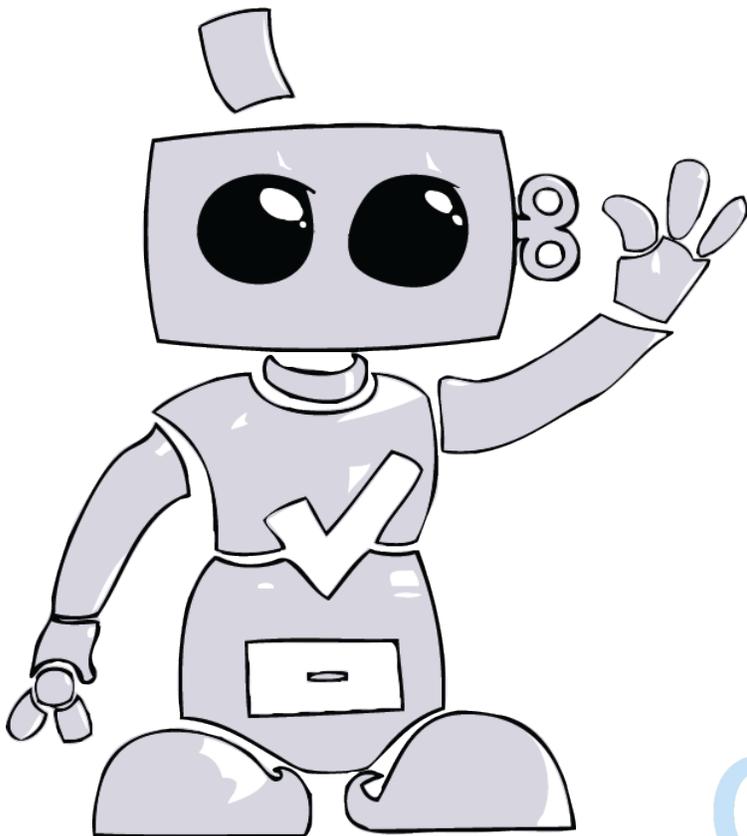
by American DataBank



Admin

Screening User Guide

Table of Contents



About Complio	1
---------------	---

Student Account Creation	2
--------------------------	---

Students Placing an Order	3
---------------------------	---

Admin Process	6
---------------	---

Communication Center	7
----------------------	---

Background Order Search	8
-------------------------	---

Order Summary	10
---------------	----

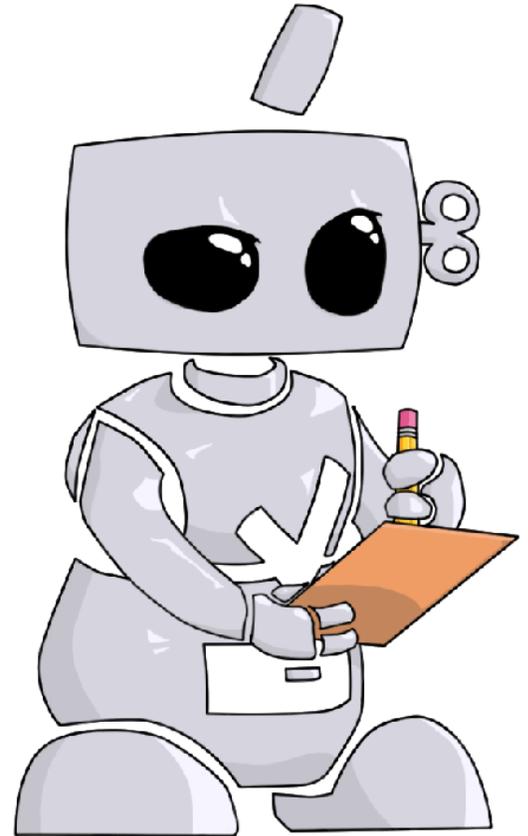
Contact Us	12
------------	----

complio

What Is Complio?

Welcome to Complio Screening! This user guide is your resource in using Complio Screening, but American DataBank is a phone call or message away. We are always happy to help!

1. Complio Screening is a program utilized to place Background Check, Drug Screening, and FBI Fingerprint orders. This is stored in a centralized location, allowing you and your students easier access to their information.
2. Our goal is to make Complio a convenient and efficient process for all users, allowing you to easily view information and providing you a transparent view into your students' compliance statuses.



The Process

The **Complio** process is simple and straight-forward with four basic steps to complete:

1. Students **Create** their account
2. Students **Enter** their personal details
3. Students **Sign** the required forms
4. Students **Submit** their orders

Creating an Account

Student Account Creation Steps:

- 1 ©American DataBank has created a unique URL specific to your institution. The splash page on the site will direct your students to the Complio login and account creation page.

- 2 Once your students arrive at the URL, they will click **New Users Create an Account**

Create an account

Please fill the form below to create an account. The items with * text are required.

Account Information

Username:*

Password:* Confirm Password:*

Personal Information

First Name:* Middle Name: Last Name:*

Alias First Name: Alias Last Name:

Gender:* Date of Birth:* Social Security Number:*

Select Profile Picture:

Contact Information

Primary Email:* Confirm Primary Email:*

Secondary Email: Confirm Secondary Email:

Address 1:* Address 2:

Country:* State:* City:*

Zip Code:* County:*

Primary Phone:* Secondary Phone:

Please enter the Verification Code as shown in the image on the right:*

- Password should meet the following criteria-**
- ✔ Should not have blank spaces
 - ✘ Should have at least one digit [0-9]
 - ✘ Should have at least one capital letter [A-Z]
 - ✘ Should have at least one special character [!@#\$%^&*~? \/:;000-]
 - ✘ Should have 8 to 15 characters.

- 3
 - Students will create a unique username and password. They may click the **Check** button in order to check the availability of their chosen username.
 - As students meet the criteria for a secure **Password**, the red circles ✘ will turn to green circles ✔ with a checkmark.
 - Students must input information in all the required fields marked with an asterisk* and enter the Verification Code at the end. They will press **Create Account & Proceed** to finish.
 - Complio sends an email to the email address they used during the account creation. Students *must* click on or copy and paste the activation link included in that email to proceed.
 - **Please note:** This process validates the account's security and also confirms the email to which Complio alerts will be sent thereafter.

Placing an Order

Steps for Students Placing an Order:

- 1 Once the student's account has been **activated**, they may now log in to Order a Subscription. **Please note:** Creating an account and ordering a subscription are two different processes. To purchase a subscription, students must log in using their username and password and then click **Order Subscription**.

Welcome!

Welcome to the COMPLIO community. Your account is now setup, and you are ready to place your order! Just click on the **Order Subscription** button below to get started.

COMPLIO will guide you through a series of questions about your educational experience. Your responses will determine your COMPLIO account settings.

Once you login, your COMPLIO account will walk you through the process required for you to be COMPLIANT. Help is always available – just use the Communication Center at the top left of each screen. Or, you can call us at (800) 200-0853.

Order Subscription

Go to Dashboard

Home » Order Create Order (Step 1)

Please contact your institution if you are unsure what package(s) you need to order.

Identifying Information

Institution Name: ADB University

Select State: * --SELECT--

Load Packages

2

Students must choose the required package(s) by clicking inside the gray box next to the package name.

Students must click **Next** to proceed to their Personal Information and Residential History page.

Please contact your institution if you are unsure what package(s) you need to order.

Identifying Information

Institution Name: ADB University

Select State: * Colorado Select Campus: * East Select Department: * Arts and Sciences

Select Program of Study: * Chemistry

Load Packages

Below are your institution specific packages that should be purchased and submitted to meet compliance. It is suggested that you proceed by selecting and ordering all of your requirements, however, you are also able to complete individual orders at a later time.

Screening

[Click here for fee explanation help vide](#)

Electronic 10 panel drug screen (\$0.00)

*Additional fees may apply. [View Package Details](#)

Criminal Check Only (\$0.00)

*Additional fees may apply. [View Package Details](#)

Estimated Screening Total:

Estimated Order Total

Estimated Order Total:

Previous Next

3

©American DataBank LLC.

Questions? Email Complio@americandatabank.com

Or call 1-800-200-0853

Placing an Order

3 Students will have the opportunity to edit any of their **Personal Information** before proceeding with their order. Below **Personal Information**, students will enter their **Residential History**. They can click on **Add New Address** to add residential addresses where they resided in the past 7 years if this is required for their program. Fields with the asterisk* are required.

We also require the student to enter their Student ID.



Personal Information

First Name:*	Jessica	Middle Name:		Last Name:*	Test
Alias First Name:		Alias Last Name:		Add	
Gender:*	Female	Date of Birth:*	12/18/1988	Social Security Number:*	111-11-1111
Phone:*	(303)-573-1130	Secondary Phone:	() - - -		
Email:	jmcwhirt@americandatabank.com	Secondary Email:		Confirm Secondary Email:	

You can edit your email address by clicking Edit Profile on your dashboard.

Address 1:*	110 16th Street	Address 2:	8th Floor		
Country:*	UNITED STATES	State:*	Colorado	City:*	Denver
Zip Code:*	80202	County:*	Denver		
Resident From:*	1/1/1990				
Send Background Report:*	<input checked="" type="checkbox"/> Yes, please send me a copy by e-mail.				



Residential History

I have a residential history.

[+ Add New Address](#)

Move in Date	Resident Until	Address		
01/01/2011	01/01/2012	Bashan, Connecticut, UNITED STATES, Zipcode -06423	✎	✕
01/01/2012	12/31/2012	Boston, Massachusetts, UNITED STATES, Zipcode -02102	✎	✕

Save personal information changes to account profile.

Other Details

Student ID:*

[✕ Cancel Order](#) [➡ Previous](#) [➡ Next](#)

[GET HELP](#)

Placing an Order

4

If required, students will select a **Drug Screen Location** depending upon the choice of package(s) at the beginning of the order.

Students can change the zip code depending upon their location preference. They will have to select a site by clicking on the box next to the address. They will click **Next** to confirm, then **Finish**, then **Next** to continue.

After you have completed your online order application American DataBank will email you Drug Screen Registration confirmation. If you have paid for your background check via money order, American DataBank will not email your Drug Screen Registration confirmation until this has been received. Detailed instructions on how to complete this portion of your background check will be included in your Drug Screen Registration confirmation. Once you register for a location you may go to another location if you choose to as long as it is the same vendor who is doing the drug screen. If you have additional questions please call American DataBank at 1-800-200-0853.

Electronic Drug Screening Registration - Select a Drug Screening Location

Choose a Test Site

Panel Name: 10-Panel Urine
Zip Code: 80202 Distance: 35

Find Sites

In Network Sites	Address	Distance	Lab
<input type="checkbox"/>	695 S Broadway Denver, CO 80209 (303) 899-6750	3.3	Quest
<input type="checkbox"/>	499 E HAMPDEN AVENUE, SUITE 290 ENGLEWOOD, CO 80113 (303) 761-0707	7.5	LabCorp
<input type="checkbox"/>	1550 S POTOMAC, SUITE 325 AURORA, CO 80012 (303) 369-7804	9.3	LabCorp
<input type="checkbox"/>	1411 S Potomac St Suite 290 Aurora, CO 80012 (303) 283-0838	9.6	Quest
<input type="checkbox"/>	11310 Huron St Suite 220 Northglenn, CO 80234 (720) 929-2433	10.4	Quest
<input type="checkbox"/>	12213 PECOS STREET, SUITE 600 WESTMINISTER, CO 80234 (303) 657-5418	10.6	LabCorp
<input type="checkbox"/>	5179 S Balsam Way Suite 240 Littleton, CO 80123 (303) 904-9926	11.4	Quest
<input type="checkbox"/>	799 Highway 287 Suite F Broomfield, CO 80020 (303) 466-2391	13.4	Quest

Previous Next Finish

Refresh

If the location selection control above doesn't load within 30 seconds, please click the Refresh button to try again.

Restart Order Continue



After reading the Disclosure and Authorization Form and the Consent Form, they can sign the forms by holding down the left button of the mouse and dragging the cursor, similar to electronic pads you see at many stores these days.

Students will have to click the gray box next to "I have read and agree to the above Disclosure and Authorization form(s)." They must click **Next** to proceed to the Disclaimer form and follow the same procedure as they did for the prior forms. They must click **Next** to review their order.

Disclosure Form

Consent Required for Participation in Clinical Rotations

As part of our curriculum, you will have an opportunity to gain practical, hands-on experience through a training/observation program with one of the clinics where we place our students.

By means of this Consent we request your permission to disclose, directly or through our agents, any of your records maintained at the Institution, including personally-identifiable health and medical information to the group of clinics, hospitals, health care organizations, auditing agencies and other entities with whom we do business for the purpose of placing you in a clinical program.

Should any portion of your record be deemed by you to be incorrect, or if the disclosure of such would be considered a breach of personal privacy, you may request removal of such record by submitting a written notice describing the items you want removed from your records.

I hereby consent to the disclosure of my personal health information and records for the purposes stated above.

Applicant Signature _____ Date _____

I have read and agree to the above Disclosure & Authorization form(s)

Clear Signature

Test

Restart Order Accept

6 Important: It is imperative they review all their information for any inaccuracies. This is their last chance to review their information before they place your order. They must click **Next** to proceed.

5

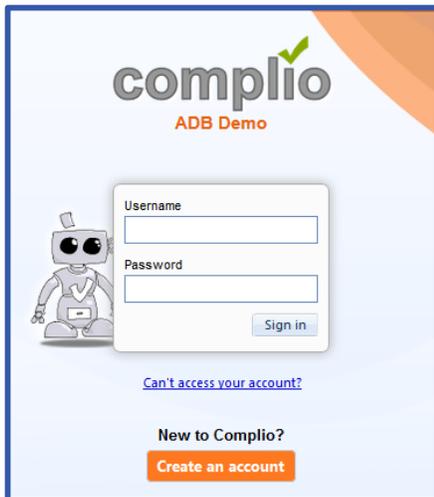
Admin Account Creation:

1

You will receive an email from Complio when your account has been created, with your username and temporary password.

Note: Each Administrator has his or her own account to ensure data is kept private and secure. There is no charge for additional logins.

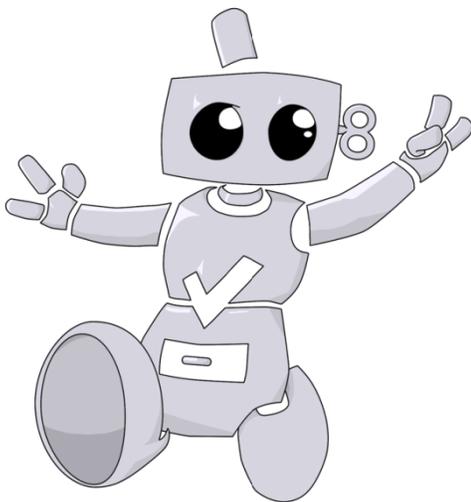
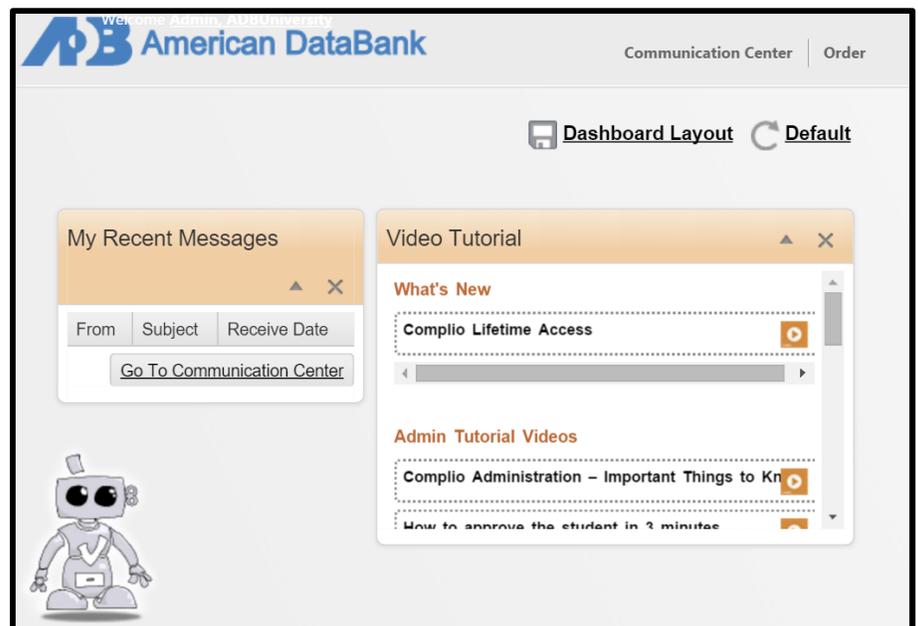
- Go to the unique URL setup for your institution.
- Click **Existing Users Login To Your Account**
- Use your **Username** and **Password** to access your account.



Dashboard:

2

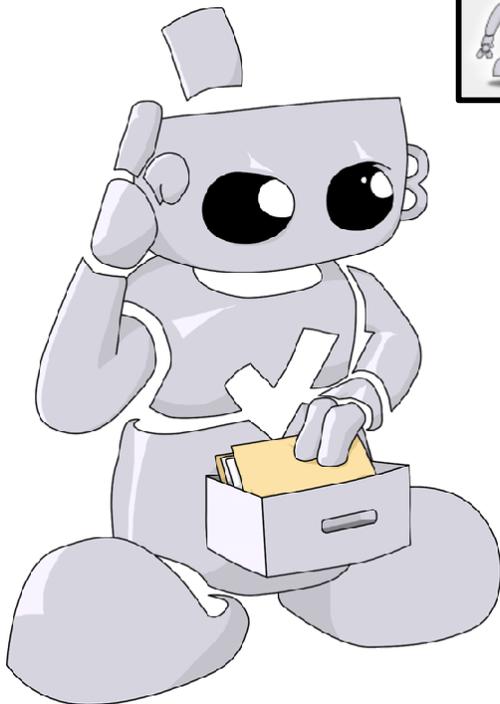
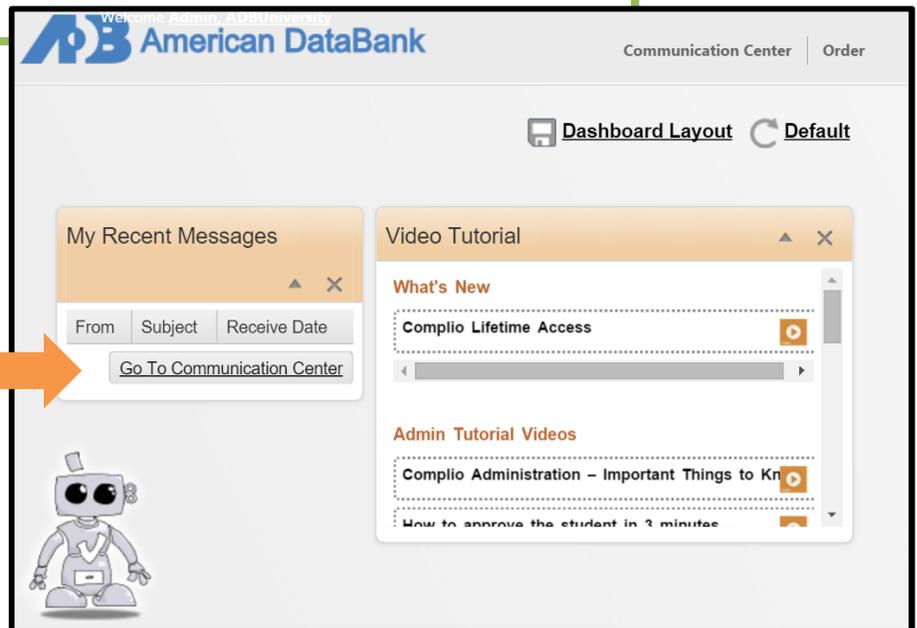
Upon logging in to Complio, you will see your dashboard. You can access the **Communication Center, Order, and Video Tutorial** pages from here.



Communication Center

Communication Center

You can access the **Communication Center** by clicking *Go to Communication Center* on your dashboard or by clicking *Communication Center* on the header.

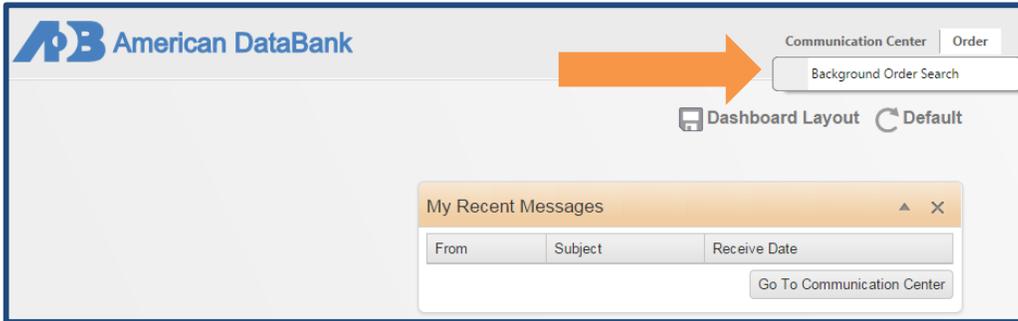


Within the Communication Center, you can create and send messages. Simply click **New** to populate a blank message.

You also have the ability to create and manage templates. By clicking the **Manage Template** button, you can form messages you would like to use at any point in time.

Additionally, if you wish to organize messages in to folders, just right-click on **Personal Folders** and select **Add New Folder**.

Background Order Search



Background Order Search

There are different search and sort capabilities within the Background Order Search:

- **Service Groups**
Search by groups such as Drug Screens or Background Checks
- **Services**
Search by particular services within an order, such as county or statewide criminal searches
- **Order ID**
Search by the unique number assigned to each order
- **Payment Status**
Search for orders that may have been canceled or awaiting payment

Other Search and Sort Capabilities

- **Order Date Type**
Search for completed orders
- **Order From/To Date**
Search for orders during a specific time frame
- **Order Status**
Search for orders In Progress, Canceled, or Completed
- **Archived Status**
Search for orders that have been archived

Background Order Queue

Institution: ADB University | Status Color: The Institution does not have color search enabled! | Service Groups: --Select--

Institution Hierarchy: Select Institution Hierarchy

First Name: | Last Name: | DOB: Select a dob | Order ID: Enter an order number

SSN: | Payment Status(s): No | Order Date Type: Created Paid Completed | Order From Date: Select a date (From)

Order To Date: Select a date (To) | Order Status(s): | Form Status: | Services: --Select--

Is Flagged: Flagged Not Flagged All | Category: No | Archive Status: No

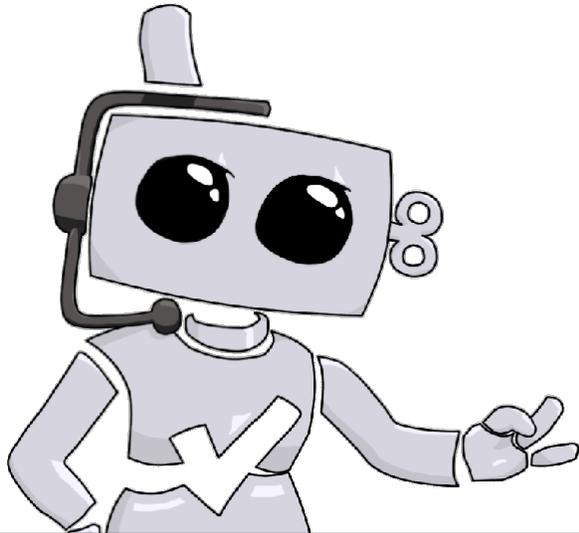
User Group: --Select-- | Subscription Archive State: Active Archived All

Select All Results | Search | Reset | Archive | Cancel

Refresh | Download

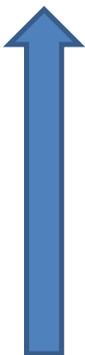
Page size: 50 | 201 Item(s) in 5 page(s)

Status	Order ID	First Name	Last Name	SSN	Institution Hierarchy	User Groups	Custom Attributes	Order Date	Completed	Order Status	DOB	Order Flag	Service Groups	Service Forms	Order Note
	1318	Christopher	Hammer	020-98-8484	ADB University > Colorado > East > Arts and Sciences > Psychology			03/16/2016		In Progress	1/1/1968	False	Drug Screen		

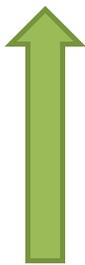


SEARCHES

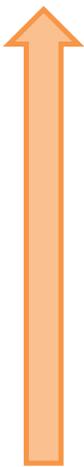
<input type="checkbox"/>	Status	Order ID	First Name	Last Name	SSN	Institution Hierarchy	User Groups	Custom Attributes	Order Date	Completed	Order Status	DOB	OrderFlag	Service Groups	Service Forms	Order Note	
<input type="checkbox"/>		1218	Kathleen	Test	111-11-1111	ADB University > Colorado > East > Arts and Sciences > Chemistry	Summer 2015 Hospital A		09/16/2015	9/16/2015 10:41:03 AM	Completed	10/7/1991	False	Background Check			Add Note



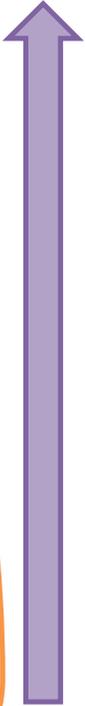
Order ID
You may click this link to go to the Package Order Summary screen.



Order Date
This date denotes when the order was placed and paid.



Completed
This field will be blank while the order is in progress. Once the order is complete, when all the services are finished, the date and time will populate



Order Status
In Progress – services are still being conducted.
Payment Pending – awaiting payment from applicant.
Complete – services are finished and order is complete.
New – order recently placed



Service Groups
These are clickable links and provide additional information for the services.
 = Completed and Flagged
 = Completed and Clear

Downloadable pdf of Report

Order Summary

Package Order Summary

Order Information

Institution Hierarchy: ADB University > Florida > South > Criminal J.	Order Number: 1291	Order Status: In Progress	Date Created: 01/18/2016 09:23:49 AM
Date Paid: 01/18/2016 09:23:51 AM	Date Completed:	Payment Method: Credit Card	Category:

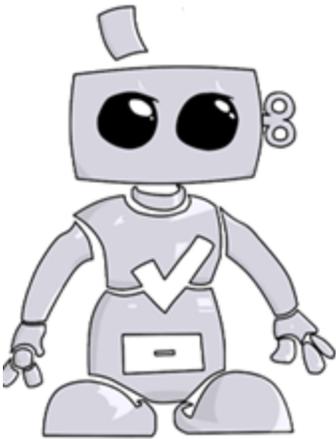
Electronic Drug Screen:
Electronic Drug Screen Report

Person Information

Applicant Name: Ben Lee	SSN: 111-11-1113	Date of Birth: 05/05/1990	Gender: Not Specified
-----------------------------------	----------------------------	-------------------------------------	---------------------------------

Address Information

Address1: 1000 Chopper Circle	Address2:	City: Denver	State: Colorado
Zip Code: 80202	Phone: (800)-200-0853	Email: the.great.ben.lee@gmail.com	



Order ID

When you click on the Order ID from the search screen, it will take you to the Package Order Summary. From here, you can review the **Order, Person, and Address Information.**

Service Groups

When you click on the **Service Group** from the search screen, you will be able to view detail information about specific service groups. To read more about a service, simply **click** on the **arrows** to the left of the service name. To **hide** the information, just click on the arrow again.

Service Groups

Order Status: PDF Send Result To Client Send Result To Student

Service Group Name	Review Status	Status																					
Background Check	New	In Progress																					
<table border="1"> <thead> <tr> <th>Line Item Name</th> <th>Description</th> <th>Vendor Status</th> </tr> </thead> <tbody> <tr> <td>> County Criminal Search</td> <td>County Criminal Search State: Colorado, County: Arapahoe</td> <td>Draft</td> </tr> <tr> <td>> County Criminal Search</td> <td>County Criminal Search State: Connecticut, County: Middlesex</td> <td>Draft</td> </tr> <tr> <td>> County Criminal Search</td> <td>County Criminal Search State: Massachusetts, County: Suffolk</td> <td>Draft</td> </tr> <tr> <td>> County Criminal Search</td> <td>County Criminal Search State: Colorado, County: Arapahoe Alias Name: Jess McTesting</td> <td>Draft</td> </tr> <tr> <td>> County Criminal Search</td> <td>County Criminal Search State: Connecticut, County: Middlesex Alias Name: Jess McTesting</td> <td>Draft</td> </tr> <tr> <td>> County Criminal Search</td> <td>County Criminal Search State: Massachusetts, County: Suffolk Alias Name: Jess McTesting</td> <td>Draft</td> </tr> </tbody> </table>	Line Item Name	Description	Vendor Status	> County Criminal Search	County Criminal Search State: Colorado, County: Arapahoe	Draft	> County Criminal Search	County Criminal Search State: Connecticut, County: Middlesex	Draft	> County Criminal Search	County Criminal Search State: Massachusetts, County: Suffolk	Draft	> County Criminal Search	County Criminal Search State: Colorado, County: Arapahoe Alias Name: Jess McTesting	Draft	> County Criminal Search	County Criminal Search State: Connecticut, County: Middlesex Alias Name: Jess McTesting	Draft	> County Criminal Search	County Criminal Search State: Massachusetts, County: Suffolk Alias Name: Jess McTesting	Draft		
Line Item Name	Description	Vendor Status																					
> County Criminal Search	County Criminal Search State: Colorado, County: Arapahoe	Draft																					
> County Criminal Search	County Criminal Search State: Connecticut, County: Middlesex	Draft																					
> County Criminal Search	County Criminal Search State: Massachusetts, County: Suffolk	Draft																					
> County Criminal Search	County Criminal Search State: Colorado, County: Arapahoe Alias Name: Jess McTesting	Draft																					
> County Criminal Search	County Criminal Search State: Connecticut, County: Middlesex Alias Name: Jess McTesting	Draft																					
> County Criminal Search	County Criminal Search State: Massachusetts, County: Suffolk Alias Name: Jess McTesting	Draft																					

Order Summary

Order Summary
Service Group
Order History
Disclosure and Authorization
Residential History

Order History

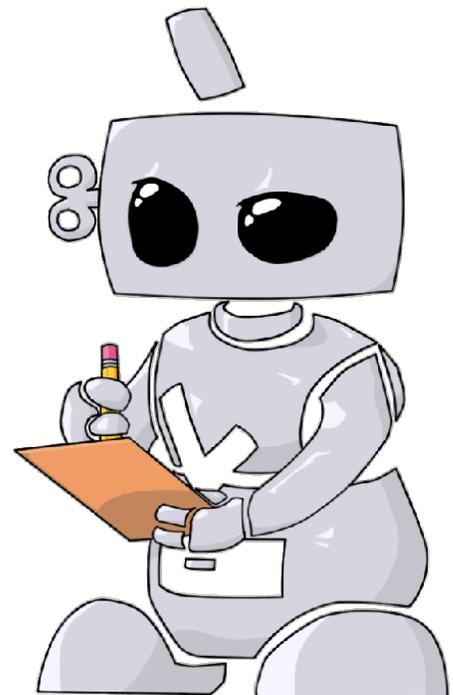
By clicking **Order History** on the left side panel, you can review historical actions of a particular account, such as when the order was created and when it goes in to progress.

Order Event History		
Date	Detail	Created By
1/15/2016 1:28:00 PM	New Background Order Created	Jessica Testing
1/15/2016 1:28:03 PM	Background Order Approved	Jessica Testing
1/15/2016 1:38:13 PM	Changed Order from New to In Progress	System Process
1/15/2016 1:38:13 PM	Changed Background Service Group: Background Check status from New to In Progress	System Process

Disclosure and Authorization

To view an applicant's Disclosure and Authorization form, you can click on **Disclosure and Authorization** on the left side panel. By clicking on the .pdf icon, you can view, download, save, and print the form.

Disclosure and Authorization		
Form	Document Name	Description
	Disclosure Form_Package_01152016_2443638.pdf	E signed discloser document for order number 1290



Questions?

©American DataBank is always happy to help. You may call, email, or message us with any questions or concerns you have about Complio, your account, or your students' statuses.

Email: Complio@americandatabank.com

Phone: 303-302-9207
Live Service: 7am-6pm MT Monday-Friday; 8am-4pm MT Saturdays

Address: 110 16th Street
Suite 800
Denver, CO 80202

