

**Submitting an Appeal for a Pending Background Check:**

- Log in to Workforce Management <https://win.ICLPortal.com/workforcemanagement/s/>
- Click on "Agents"
- Under "Active Agents," click on the name of the agent you want to appeal.
- Then click on the agent's name (blue hyperlink) next to the circle.
- This brings you to the Details page. From here click "Related" From this page, in the "cases" section click "New."
- Select "Compliance Appeal" record type then click "Next" at the bottom. Fill in the required information (\*) on the "New Case: Compliance Appeal" page and then click "Save" at the bottom.
- On "New Case: Compliance Appeal" page be sure to click the boxes for the police report, rep statement & background check included. Then click "Save."

**Now your appeal has been saved and you need to add your attachments!****You can now begin uploading documents and communicating with the appeals team.**

- This will bring you to a page with case numbers. Click on the new case number just created.
- On this screen, click the "RELATED" tab.
- On this screen you will see "case history" and "attachments." You can begin to add your attachments by clicking "Upload Files" then select the document you want to upload from your computer.
- You will see the document under attachments. If you have more than one document to attach, repeat this process by selecting "Upload Files" until all attachments you want to include have been saved to your case.
- Tip: Please title your documents. Please try to use PDF or Word files only (pictures and other file formats sometimes cannot be opened).
- Now your background check appeal case with attachments has been completed! Please allow 24 business hours for a response from our BGCAppeals Team.