

Password Reset Process:

1. Login to win.iclportal.com and search for the agent
2. In the Contacts section of the search results, click on the agent's name
3. Click the Reset Password button
4. Confirm the action NOTE: The system will inform you if the password reset was successful
5. Upon successful submission, the agent will receive a password reset email

How to Clear Cache on iPad in the Salesforce App:

- Select Smiley Face at the upper left corner
- Select Settings → Advanced → Clear Cached Data
- **PLEASE NOTE: There is no confirmation message when you select Clear Cached Data. A check mark will appear next to Clear Cached Data which indicates it's been cleared. Log out & log back in to Salesforce to apply changes.**

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.

How to get back to your Background Check Appeal case once it's submitted:

- Log in to Workforce Management <https://win.ICLPortal.com/workforcemanagement/s/>
- Look to the lower right-hand side of your homepage, under Pending Agents, you will see a running feed of your most recent case activity. Scroll through this feed until you locate the background check appeal case you are looking for. Click on the blue hyperlink case number to return to the case.
- You can sort this list by Most Recent Activity or Latest Post. You can also enter a rep name or case number to the search field.

How to Chatter with our Background Check Appeals team:

- Use the steps above to return to the background check appeal case that you need to send communication on.
- Click "Share" on the top right-hand side of the screen.
- Type the message you want to send to the appeals team. You MUST tag [\[@BGCAppeals\]](#). If BGC
- Appeals tag is not used the appeals team will not be notified of your message to reply.
 - a. If you want to include an attachment with your Chatter, click the paperclip icon, click "Upload Files" choose the document from your computer, you should then see the document listed on your post.
 - b. Once the message looks good and you have included the BGCAppeals tag, click "Share".
- Please allow 24 business hours for a response.