



Welcome to Complio Screening!

Complio is an online screening system, selected by your school, to hold background check details. Follow these step-by-step instructions to create an account.



[Video: Complio Overview](#)

http://www.americandatabank.com/VideoDirectory/complio_overview.html

Create your Account

Step 1: Create an account by going to <http://www.elpasoex.com/>. Navigate to the Complio homepage by following the prompts on the page. Click **Create an Account** to get started. Enter your personal information. Be extra careful with your Email Address, as this is the system's main mode of communication with you.



[Video: Creating an Account](#)

<http://www.americandatabank.com/VideoDirectory/account.html>

Step 2: Complio will send an email to the address used during account creation. Click on the **Activation Link** within the message or copy and paste the URL in your web browser.

Subscribe

Step 3: Please note: An Account is not the same as a placing an order. Click **Get Started** to begin your order. Select your role (Faculty, Staff or Student), your program of study and click Load Packages. Select the **Background Check Package**.



[Video: Subscribe to Complio](#)

<http://www.americandatabank.com/VideoDirectory/subscribe.html>

Step 4: Other names and Residential history – Provide any alias/maiden names that have been used and provide seven (7) years residential history and click “Next” to continue.

Drug Screen Registration

Step 5: Drug Screen Location – Select the drug screen location that is most convenient for you. The current page loads based on the zip code of your current address, you can provide a different zip code to view additional locations. Upon completion of your order, you will receive an email with the registration and collection location you have chosen. Please note, if you pay for your order by money order you will not receive this information until the payment 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 please use that location, if you have any questions or would like a different location please contact American DataBank for assistance.

Electronic Signature

Step 6: Please read the Disclosure and Authorization on the next screen, sign, and click **Accept & Proceed** to continue.



[Video: Signing Forms](#)

<http://www.americandatabank.com/VideoDirectory/SigningForms.html>

Review and Confirmation

Step 7: Carefully review the information you have provided, once the order has been placed you cannot change any information. **If any information is incorrect you will be required to re-order at your own expense.**

Step 8: Confirmation and Receipt – Once you have confirmed that your information is correct, please select payment of Credit/Debit Card or Money Order. Upon receipt of payment, you will receive a notification via email to your email address you provided with your order confirmation.

Drug Screening Next Steps

Step 9: Make sure to either print out the electronic drug screen registration form or just write down the registration ID and go to the collection site you selected along with a photo ID to submit a specimen. **Important:** DO NOT drink more than 8 ounces of fluid in the 2 hours prior to giving a urine sample. An abundance of fluid may result in a “dilute” reading, which constitutes a “flagged” situation. It will keep you from attending clinical and requires immediate re-payment and re-testing.

You MUST complete your drug screening within **7 days** of ordering. If you do not get your drug screening done within 7 days, **YOU WILL BE REQUIRED TO ORDER AND PAY FOR A NEW DRUG SCREENING.** At the facility, if you are not able to produce a urine sample when requested, call American DataBank at 1-800-200-0853 on how to proceed.

Questions? American DataBank is available to assist you Monday-Friday 7am-6pm MST and Saturday 8am-5pm MST. You can contact us by email at complio@americandatabank.com or by calling 1-800-200-0853.