University of Minnesota
Landscape Arboretum
Volunteer Background Check
Entering Instructions

**Please read the entire set of instructions before logging in.**
The McDowell Agency, Inc is a licensed private investigation firm specializing in background investigation and pre-employment screening services.
Step 1
- Go to www.mcdowellagency.com. From here you will click on ‘CLIENT LOGIN’ at the top right of the screen.

Step 2
- Type in the User ID and Password that is listed. (Note: User IDs and passwords are case specific)
  - User ID: UMNARB1
  - Password: UMNARB2
- Our website works with all browsers EXCEPT Internet Explorer 9 UNLESS you have the compatibility mode turned OFF. (See example below.)
Step 3

- This brings you to the main page. To enter a request for a background check to become a volunteer for the University of Minnesota Landscape Arboretum, go to the ‘request’ button on the bar at the top of the page. The request option is the only thing you will need to click on this page.

- To print a copy of a Summary of Rights under the Fair Credit Reporting Act, click on it.
Step 4

- Type your **full name** into the space next to “**Electronic Signature**”.
- Mark the box next to “**My name entered above Signifies my Electronic Signature**.”
- Click on “**Continue**” to proceed.
Step 5

- Type in the following required information (All mandatory fields are marked with an asterisk ‘*’):
  A) Last Name
  B) First Name
  C) Current Address
  D) Zip (City and State will automatically fill in after entering your zip code)
  E) Date of Birth
  F) Social Security Number

Step 6

- Add any aliases (maiden names, name changes, etc.) under Alias (AKA) Information.
- Click “Continue” to proceed with the request.
Step 7

- To authorize and send your request for a background check, click on “Agree and Submit Order.”
Step 8

- You will then see a “Thank You” page confirming your order.
- Please be sure to print a copy for your records.
- You can then “logout” to complete the process.