



Quick Start Guide



1.800.608.3645 option 3 | certifiedcontractors.com

Logging In

You'll receive three emails from orders@onesourcebackground.com that include:

- Your account number, user ID, and Client Portal URL
- Temporary password
- Links to our online document library, blog, and support page

Click on the [Client Portal](#) link and log in using your account number, username, and temporary password. Here you will be asked to set a new password and authenticate with an authorization code sent to your email.

Ordering Background Checks

Switch to your ordering account using the dropdown on the right side of the menu bar. Next, select **Ordering** from the menu and **Online Order**. Apply your desired package from the dropdown menu and any additional products, then enter the required applicant information.

Note: Drug testing is automatically added to plus-level packages.

When finished, check the box acknowledging end-user responsibilities and click **Continue to Next Step (Verify Order)**. Review the order, and if any information is incorrect, click **Go Back** to correct the data and resubmit. If the information is correct, click **Submit Now** and confirm your order.

Plus Level Users: Scheduling the applicant's drug test by selecting [Click here to schedule drug test services](#) on the order confirmation page.

Schedule Drug Testing (Plus Levels)

Choose the pre-selected clinic or enter an address or postal code close to the applicant's location to populate a list of clinics. Default range is set to 15 miles, but can be extended up to 60.

Select the clinic you'd like your applicant to use, complete the scheduling form, and click **Confirm Scheduled Event**. An ePassport will be sent to the email address listed in this window. Applicants must bring the ePassport and a valid ID with them to the clinic to complete the drug test within 48 hours.

Plus Level Users: Applicant completes drug test. Results are automatically uploaded to the system when utilizing "near instant" testing, and the outcome is negative. If results are non-negative, the test is sent to a SAMSHA-certified lab to be reviewed by a Medical Review Officer who coordinates directly with the applicant if additional information is needed. Results will be returned to One Source once the process is complete.

Viewing Reports

Switch to your standard account before selecting **Certifications** from the menu and **Checked Individuals** in the dropdown. Here you can view and filter all reports that are:

- Complete
- Cancelled
- Pending
- Expired
- Certified w/ Level
- Not Certified
- Tentatively Certified
- Drug Test Only

ACTIONS

Order Options

Add to order

Add AKAs

Add a drug test, background check, or a Certified Contractors badge(as a separate order)

Order criminal records on this subject

Archive this order

One Click Order?

Adding Additional Products

Using your ordering account, return to the **Checked Individuals** list and click a name or order number to open an individual's report. Under the **Actions** menu on the right side of the page, click **Add a drug test, background check, or a Certified Contractors badge (as a separate order)**.

On the ordering page, change your package to **A La Carte** on the dropdown menu and select products to add to the order. Applicant information will be pre-populated from the previous order if available. If it isn't, add the required information, scroll to the bottom of the page, and click **Continue to Next Step (Verify Order)**. Review the supplemental order and click **Submit Now** to place it.

Process Summary

Organizations must follow these key steps to obtain certification for program applicants:

1. Distribute *Applicant Background Consent* and *Applicant Program Acknowledgements* forms.
2. Collect completed background consent and acknowledgement forms from applicants and keep them on file for at least five (5) years from the date of termination. **Read:** [Disposal of Consumer Report Information and Records](#)
3. Request background report for certification from One Source on the applicant.
4. One Source completes background report and notifies the organization when completed via email from orders@onesourcebackground.com.
5. Organization reviews Certified or Not Certified status. If applicant is Certified, they're eligible for site entry and will be issued a physical and/or digital badge if required by the site. Physical badges are sent via mail.

Note: End User is prohibited from taking adverse employment action based on certification status as the services provided are exclusively for the purposes of badging, credentialing, and/or site access.

Additional Information

For more information on end-user responsibilities and identity fraud, refer to the documents *Notice to Users* and *Remedying the Effects of Identity Theft* provided during account setup or in the [online portal's document library](#).

Frequently Asked Questions

How do I correct data entry on a service selection error after submitting an order?

Contact Certified Contractors at 800.608.3645 option 3 or via email at service@certifiedcontractors.com to connect with a member of our Team.

What information is used to verify criminal case information?

A full name (first, middle, and last) and date of birth are most commonly used in verifying criminal information. A social security number, address, and/or driver's license can also be used depending on what information needs to be further utilized.

Can I add drug testing to a background report?

Yes, 10-Panel Drug Tests can be added to your order during package selection.

Frequently Asked Questions (Cont.)

What are the guidelines for levels of certification?

View our *Certified Contractors Guidelines* here: [English](#) | [Spanish](#)

How do I verify a contractor is certified for site access?

Enter their order ID into the [Certified Contractors Search](#) on our website or scan their badge, if available.

Do applicants need to sign a release form before conducting a background check?

In order to stay compliant with the Fair Credit Reporting Act (FCRA) and your Account Service Agreement, you must obtain a signed release form from the applicant before ordering a background check for certification.

How do I receive the results of the background reports I have requested?

A password-protected hyperlink will be emailed to you when the report is complete. To view results in the online portal, read the "Viewing Reports" section in this guide.

Can I provide applicants a copy of their background check report?

Yes. Results can be shared with the applicant via PDF download from the Checked Individuals list. Applicants can also [contact us on our website](#) to request a copy themselves.