ONE SOURCE CERTIFIED CONTRACTORS

USER GUIDE

Your all-encompassing guide to getting started with our OSCC Program.

Checked to a
higher standard.
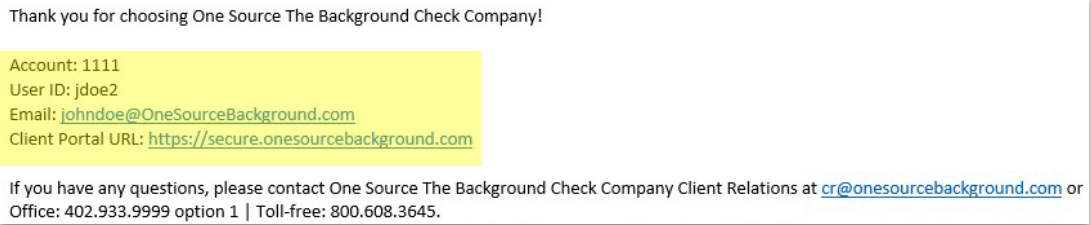
USER GUIDE
CONTENTS

CERTIFIED
Contractors.

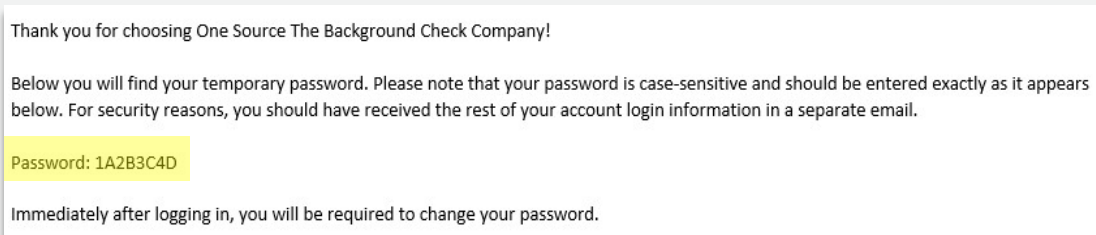We're here to
Empower you.

HOW TO
LOG IN

1. To get started, you will receive the following via email from *orders@onesourcebackground.com*:

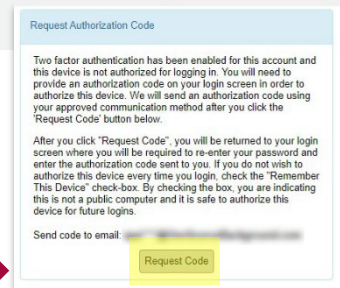   ❖ A link to our Client Portal along with your Account and User ID

   > Thank you for choosing One Source The Background Check Company!
   >
   > Account: 1111
   > User ID: jdoe2
   > Email: johndoe@OneSourceBackground.com
   > Client Portal URL: https://secure.onesourcebackground.com
   >
   > If you have any questions, please contact One Source The Background Check Company Client Relations at cr@onesourcebackground.com or Office: 402.933.9999 option 1 | Toll-free: 800.608.3645.

   ❖ Your temporary password

   > Thank you for choosing One Source The Background Check Company!
   >
   > Below you will find your temporary password. Please note that your password is case-sensitive and should be entered exactly as it appears below. For security reasons, you should have received the rest of your account login information in a separate email.
   >
   > Password: 1A2B3C4D
   >
   > Immediately after logging in, you will be required to change your password.
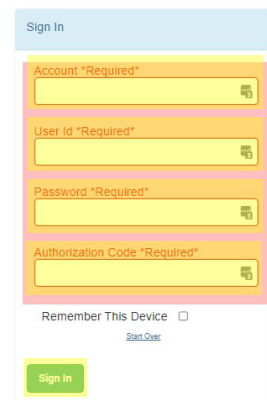
   Use the Client Portal link to enter your Account, User ID, and temporary password. From here, you will be asked to update your password immediately.

2. After setting up your account password, you will be prompted to implement a two-factor authenticator. Start by entering the user email you have associated with your account into the *Send code to email* section, then click **Request Code**.

   > **Request Authorization Code**
   >
   > Two factor authentication has been enabled for this account and this device is not authorized for logging in. You will need to provide an authorization code on your login screen in order to authorize this device. We will send an authorization code using your approved communication method after you click the 'Request Code' button below.
   >
   > After you click "Request Code", you will be returned to your login screen where you will be required to re-enter your password and enter the authorization code sent to you. If you do not wish to authorize this device every time you login, check the "Remember This Device" check-box. By checking the box, you are indicating this is not a public computer and it is safe to authorize this device for future logins.
   >
   > Send code to email:
   >
   > Request Code

3. Locate the email that holds your *authorization code*.

4. Enter your login information along with the Authorization code into the required fields on the *Sign in* page to proceed.

   > Sign In
   >
   > Account *Required*
   >
   > User Id *Required*
   >
   > Password *Required*
   >
   > Authorization Code *Required*
   >
   > Remember This Device ☐
   > Start Over
   >
   > Sign In

**NOTE:** Use the *Remember This Device* checkbox to avoid requesting a code each time you sign in.

HOW TO
PLACE AN ORDER

1. After you have logged in, from the Home page, you will need to switch to your ordering account by using the dropdown on the right side of the menu bar.
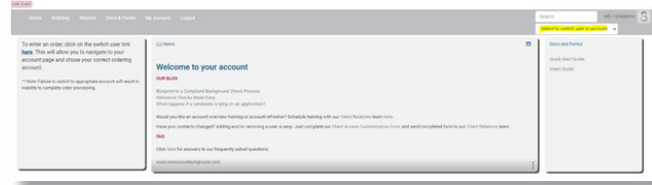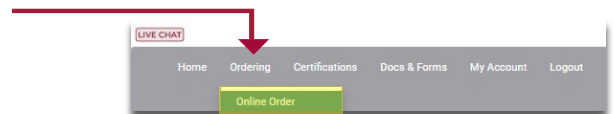
2. The dropdown will provide you a list of all the accounts you have access to. Click on the one you would like to place an order under.
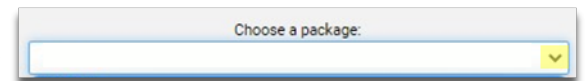
   If you have multiple accounts, you can utilize the switch user dropdown to the right to navigate between the different accounts.
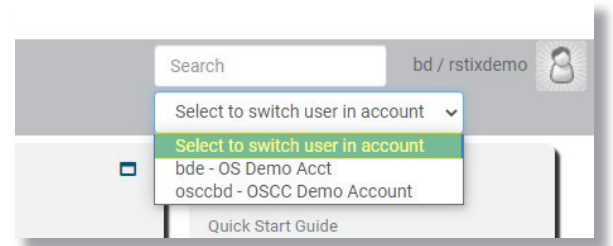
3. From the *Homepage*, hover over *Ordering* on the top menu bar. From the dropdown, select **Online Order**.

4. Under the *Package and Products* panel, use the *Choose a package* dropdown arrow to select your package.

> **PLUS LEVEL USERS:** Drug testing will automatically be selected when you choose your Level 1+, 2+ or 3+ package.

5. Complete the *Applicant information* section.

> **NOTE:** Be sure to fill in all required fields (highlighted in red). If a required field isn't properly entered, a red caution symbol will alert you where error(s) are located.

6. At the bottom of the page, you will check the **I have obtained the OSCC Consent Form and OSCC Program Acknowledgements from the applicant** checkbox to confirm you have proper authorization.

7. Then, click **Save as Draft (Edit Later)** or **Continue to Next Step (Verify Order)** to request the report.

8. A verification screen will show indicating which reports you ordered. If the information is correct, click **Submit now**, and a confirmation screen will appear. If any information is incorrect, click **Go Back** to correct the data and resubmit.
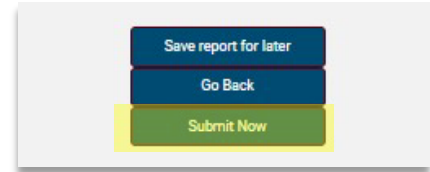
PLUS LEVEL USERS: After you submit, a new window will open to start scheduling drug testing. Use the **Click here to schedule drug test services.** link to continue.

1. Choose the pre-selected clinic or enter an address close to the applicant's location. A list of clinics will populate.

2. Once a clinic is selected, complete the scheduling form and click **CONFIRM SCHEDULED EVENT**.
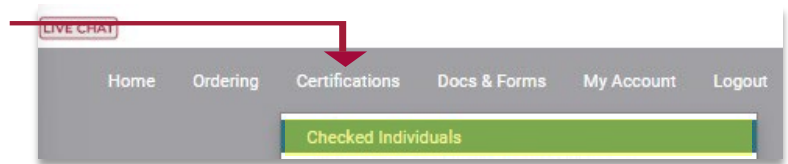

An ePassport will be sent to the email address listed in this window. Make sure to bring the ePassport with you to the clinic.

Searching for Applicant Reports

1. To retrieve results, from the *Home* page, hover over the *Certifications* tab, then select **Checked Individuals**.

2. From this page, you can review all your reports, including reports that are:

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

> **NOTE:** You can view an estimated time of arrival (ETA) for the report results from the *Checked Individuals* panel.

Viewing Applicant Results

1. From the *Checked Individuals* panel, an alphabetical listing of the applicant results is displayed. Select the applicants name to view the results of the report.

2. For additional report viewing options, click the **Filters** button at the top of the screen.

3. If you choose to download the applicant's report, you can do so by clicking on the PDF link to the left of the applicant's name.
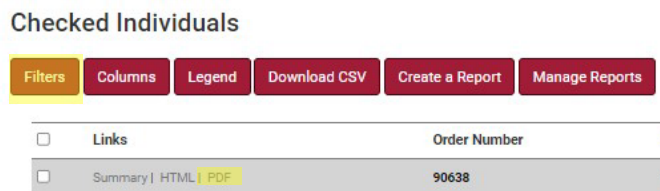
Organizations must follow these key steps to obtain a background report on an applicant:

1. Obtain the completed OSCC Applicant Background Consent form from the applicant for the purpose of OSCC site access certification as well as the OSCC Applicant Program Acknowledgements form addressing the program's elements of background screening, drug testing, and ongoing screening to include but not limited to randoms and recertification's requirements.

2. The contracting company collects the OSCC Applicant Background Consent form and OSCC Applicant Program Acknowledgements from the applicant and keeps forms on file for at least five years from the inquiry date. Read the Fair and Accurate Credit Transactions Act (FACTA) Disposal Rule here.

3. The contracting company uses the information to request a consumer report on the applicant from One Source.

    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. The Medical Review Officer will coordinate directly with the applicant if additional information is needed. Results will be returned to One Source once the process is complete.

4. One Source completes the background report and notifies the organization via email from orders@onesourcebackground.com. This will include if the applicant is *Certified* or *Not Certified*.

5. Should the participating site require it, applicants receiving a *Certified* status will be issued OSCC Badges which will be (e)mailed to the organization, unless required otherwise.

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

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

Contact One Source at 800.608.3645 option 1 or via email at cr@onesourcebackground.com to connect with a member of our Client Relations Team.

When the Applicant History Trace results show the number as invalid, what should I do?

If the Applicant's History Trace results show invalid for the SSN provided by the applicant, first contact One Source to verify the SSN was entered properly. If it was entered correctly, please verify the SSN is accurate with the applicant.

If an applicant has a Social Security card stamped "VALID FOR WORK ONLY WITH DHS AUTHORIZATION" or "VALID FOR WORK ONLY WITH INS AUTHORIZATION," you will need to contact the Social Security Administration as our system is unable to recognize and process these Social Security numbers.

What information is used to verify criminal case information?

A full name (first, middle, and last name) and a full date of birth are most commonly used in verifying criminal information. A social security number, address, and a driver's license can also be used depending on what information needs to be further utilized. Please input as much information as possible. This will provide you a better and more accurate criminal background check.

Can I add drug testing to a background report?

Yes, you can place an order for an OSCC 10-Panel Drug Test under package selection.

What are the guidelines for the OSCC levels of certification?

View our OSCC Guidelines here.

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

You can verify the contractor by entering their order ID into the OSCC Search on our website or by scanning their OSCC Badge (digital or physical).

FREQUENTLY ASKED QUESTIONS (continued)

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

In order to stay compliant with the Fair Credit Reporting Act and your One Source Client Service Agreement, you must obtain a signed release form from the applicant before ordering your background check.

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

An HTML embedded link will be emailed to you when your report is completed. That link is password protected. You can also review reports following the Find Orders/View Reports section in this guide.

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

Yes. You can share the results of the report results with the applicant requesting the information by downloading a PDF. The applicant can also contact One Source to request a copy of their report.

ONE SOURCE
RESOURCES

CERTIFIED Contractors®

Contact Us

Phone: 800.608.3645
Live Chat: Found in our Client Portal

For account support:
cr@onesourcebackground.com

For applicant inquires:
orders@onesourcebackground.com

For billing and invoicing:
accounting@onesourcebackground.com

Additional Resources

OSCC Search Use this tool to easily verify online (using the applicant's ID) certification.

Our Blog Review relevant background screening topics, along with One Source news to keep you in the loop.

Document Library Check out our online library to access important user guides, forms, documents, and state law/legal notices.

Peace of mind,
no matter
the purpose.