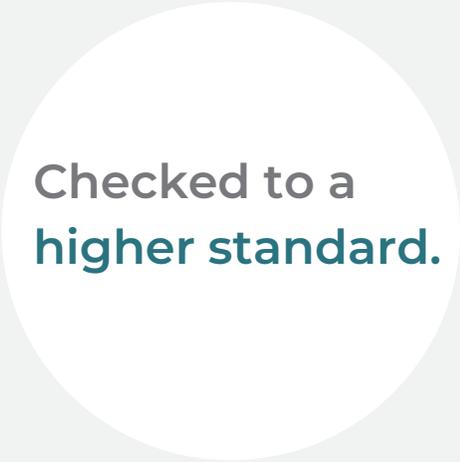


CERTIFIED CONTRACTORS USER GUIDE

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



Checked to a
higher standard.

USER GUIDE CONTENTS



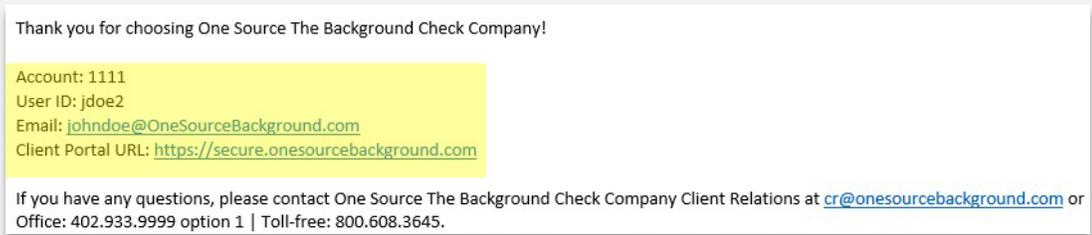
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We're here to
Empower you.

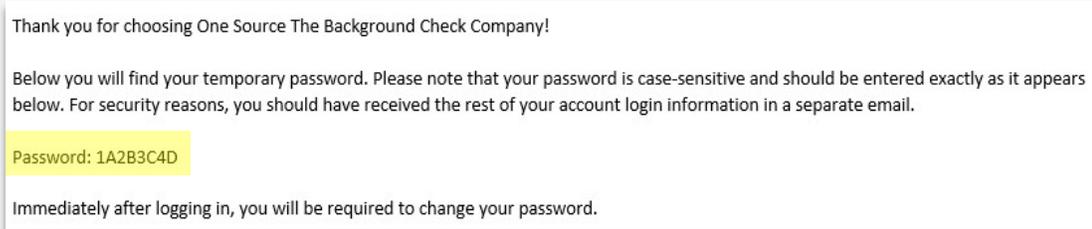
HOW TO LOG IN

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

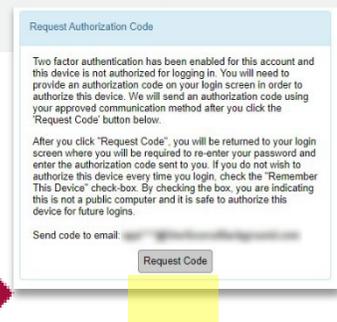


- ❖ Your temporary password



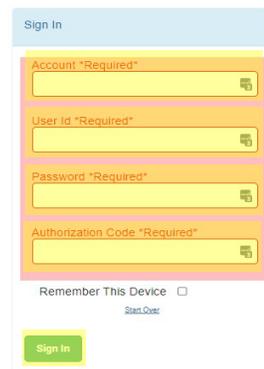
Use the Client Portal link to enter your Account, User ID, and temporary password. From here, you will be asked to update your password immediately.

- 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**.



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

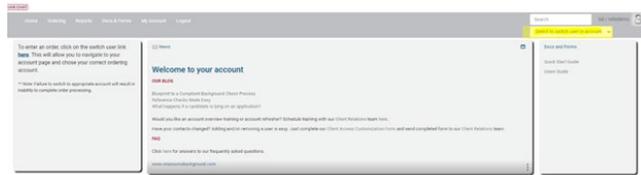
- 4. Enter your login information along with the Authorization code into the required fields on the *Sign in* page to proceed.



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

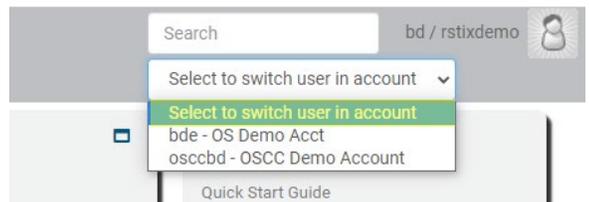
HOW TO PLACE AN ORDER

- 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.

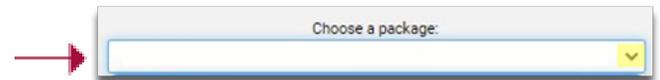
If you have multiple accounts, you can utilize the switch user dropdown to the right to navigate between the different accounts.



- 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.
- 6. At the bottom of the page, you will check the **I have obtained the Consent Form and 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.

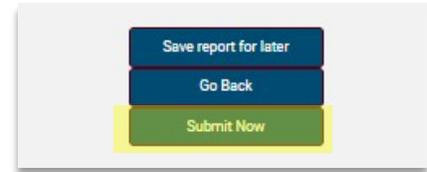


NOTE: Be sure to fill in all required fields (highlighted in red). If a required field isn't properly entered, a red caution symbol will alert you where error(s) are located.



HOW TO PLACE AN ORDER (continued)

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.

CLINIC NAME	DRUG	PHONE	ADDRESS	CITY	STATE/PROVINCE	POSTAL CODE
Integrated Rehab West		4025021819	14450 Meadows Blvd	Omaha	NE	68138

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

By pressing "Confirm Scheduled Event", you are scheduling this event. BACK CONFIRM SCHEDULED EVENT

CONFIGURATION

Immediate (Start time is current time.)
 Future (Start time must be specified.)

HOURS TYPE:
 Immediate

Donor has Actual Hours (CT) to complete test.

Donor is allowed to take test up to 7 days after the test time has expired.
 Do not display expiration time on the ePassport.

NOTIFICATIONS:

Send Email when donor has completed the event.
 Send Email if the donor fails to take test by the event time.
 Send Email notification 4 hours before scheduled event expires.

Email Address:

Note: To email multiple recipients, separate email addresses with a semi colon.

SCHEDULER CONTACT INFO

Please enter the contact information in case the donor has questions.

Contact First Name

Contact Last Name

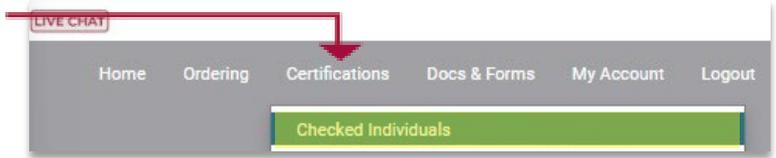
Contact Phone

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

HOW TO FIND ORDERS/VIEW REPORTS

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

Checked Individuals

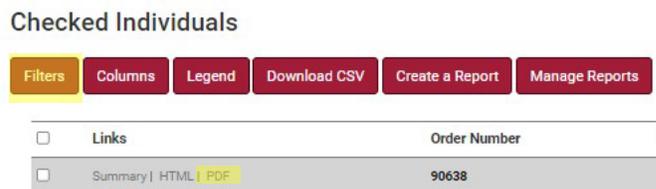
Filters Columns Legend Download CSV Create a Report Manage Reports Choose a Report: OSCC (shared) Page 1 of 1, Items 6 << 0 1 >> Go

Links	Order Date	Order Number	Name	Flags	Status	Comments	ETA	User ID	Package	Last Update
<input type="checkbox"/> Summary HTML PDF	10/12/2022	90121	Three Applicant		NOT CERTIFIED			osctestaccount-NH	Level 2 Plus	10/12/2022
<input type="checkbox"/> Summary HTML PDF	10/12/2022	90120	Two Applicant		CERTIFIED LEVEL	Expires 10/12/2023.		osctestaccount-NH	Level 1	10/12/2022
<input type="checkbox"/> Summary HTML PDF	10/12/2022	90115	One Applicant		CERTIFIED LEVEL PLUS	Expires 10/12/2023.		osctestaccount-NH	Level 2 Plus	10/12/2022
<input type="checkbox"/> Summary HTML PDF	08/25/2022	47226	Testerson, David		CERTIFIED LEVEL PLUS	Expires 08/24/2023.		osctestaccount-NH	Level 2 Plus	09/14/2022
<input type="checkbox"/> Summary HTML PDF	07/20/2022	25986	Badges, Testing		COMPLETE	Expires 04/30/2024.		osctestaccount-NH	A La Carte	07/28/2022
<input type="checkbox"/> Summary HTML PDF	04/15/2022	3867	rescuenorcer, Test		CERTIFIED LEVEL PLUS	Expires 04/15/2023		osctestaccount-Nate Hatzuka	Level 2 Plus	06/05/2022

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.



SCREENING PROCESS OVERVIEW

Organizations must follow these key steps to obtain a background report on an applicant:

1. Obtain the completed [Applicant Background Consent](#) form from the applicant for the purpose of site access certification as well as the [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 Applicant Background Consent form and 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 the Certified Contractors support team.

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. The Certified Contractors program completes the background report and notifies the organization via email from orders@onesourcebackground.com. This will include whether the applicant is *Certified* or *Not Certified*.
5. Should the participating site require it, applicants receiving a *Certified* status will be issued physical and or digital 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.

CERTIFIED CONTRACTORS

FREQUENTLY ASKED QUESTIONS

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

Contact One Source at [800.608.3645](tel:800.608.3645) option 3 or via email at service@certifiedcontractors.com to connect with a member of our 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 a 10-Panel Drug Test under package selection.

What are the guidelines for levels of certification?

View our Certified Contractors 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 Certified Contractors Search on our website or by scanning their badge (digital or physical).

CERTIFIED CONTRACTORS

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 Certified Contractors Account 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 service@certifiedcontractors.com to request a copy of their report.

CERTIFIED CONTRACTORS RESOURCES



Contact Us

Phone: [800.608.3645](tel:800.608.3645)

Live Chat: Found in our Client Portal

For account support:

service@certifiedcontractors.com

For applicant inquiries:

orders@onesourcebackground.com

For billing and invoicing:

accounting@onesourcebackground.com

Additional Resources

[Certified Contractors Search](#) Use this tool to easily verify online (using the order ID) certification.

[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.