

ONE SOURCE CERTIFIED CONTRACTORS USER GUIDE

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

Checked to a
higher standard.

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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

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>

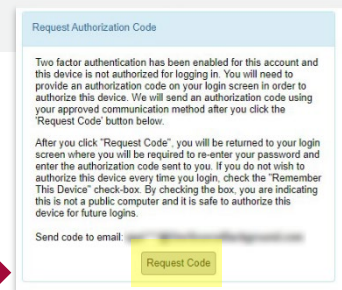
If you have any questions, please contact One Source The Background Check Company Client Relations at cr@onesourcebackground.com or Office: 402.933.9999 option 1 | Toll-free: 800.608.3645.

- ❖ Your temporary password



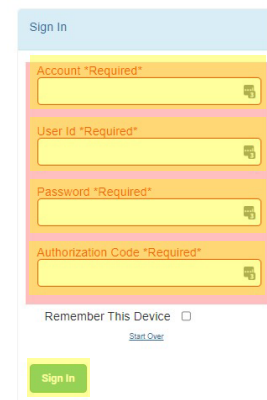
Use the Client Portal link to enter your Account, User ID, and temporary password. From here, you will be asked to update your password immediately.

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*.

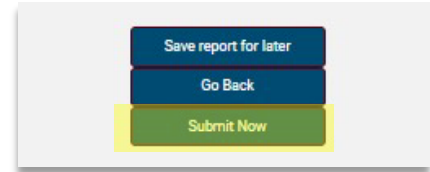
4. Enter your login information along with the Authorization code into the required fields on the *Sign in* page to proceed.



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

HOW TO PLACE AN ORDER (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.

SEARCH
SHOW DEFAULT CLINICS

CLINIC NAME	DRUG	PHONE	ADDRESS	CITY	STATE/PROVINCE	POSTAL CODE
▼ Integrated Rehab West	✔	4025021819	14450 Meadows Blvd	Omaha	NE	68138
<small> ✔ Installed ✔ Installed \$\$\$ ⚠ Uninstalled in Network ✔ Electronic Chain ✘ Out of Network ✔ Health-eScreen ✘ Installed Out of Network ✔ ePhysical </small>						

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 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:

Year:

Contact Last Name:

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.

SCREENING PROCESS OVERVIEW

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.

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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 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).

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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



Contact Us

Phone: 800.608.3645

Live Chat: Found in our Client Portal

For account support:

cr@onesourcebackground.com

For applicant inquiries:

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.