

ORDERING FREQUENTLY ASKED QUESTIONS

WHERE CAN I LOCATE MY INVOICES?

You can view past invoices by selecting *My Account* from the top menu, then expanding the *Invoices* section.

WHO DO I CONTACT WITH QUESTIONS ON INVOICES?

If you have any questions on how to make a payment or the status of a payment, please email accounting@onesourcebackground.com or call Client Relations at 800.608.3645 (option 1).

WHAT PHONE NUMBER INITIATES THE BACKGROUND CHECK FOR APPLICANTS?

The phone number applicants receive a background check initiation text from is 1.877.232.3945.

WHAT EMAIL ADDRESS INITIATES THE BACKGROUND CHECK FOR APPLICANTS?

The email address applicants receive a background check initiation message from is orders@onesourcebackground.com.

WHAT ARE THE SECURITY GUIDELINES FOR ACCESSING OUR ONLINE ORDERING SYSTEM?

- Passwords expire after 90 days
- Sessions timeout after 60 minutes of inactivity
- Passwords are required to contain 9 or more characters, including a special character, uppercase letter, lowercase letter, and number

WHAT NAME SHOULD BE USED TO INPUT APPLICANT INFORMATION FOR A BACKGROUND CHECK?

The name entered for an order should be the LEGAL NAME that matches the applicant's social security number. Do NOT use nicknames. Correct spelling will ensure accurate reporting. ALWAYS enter a middle name or initial when possible. This information is valuable for research and verification procedures.

WHAT EMAIL ADDRESS IS USED FOR NOTIFICATIONS REGARDING ORDERS?

The sending email address for all One Source order notifications is orders@onesourcebackground.com. It is important to identify this address to your email program to prevent One Source messages from being blocked or spammed.