Welcome to CertifiedBackground.com! We appreciate your business and look forward to assisting you and your students with the screening process. Below you will find all the information you need to get started!

STUDENT INSTRUCTIONS
Instructions for your students have been attached separately.

CUSTOMER SERVICE
Now that you are a valued client, we encourage you to call our account experts within our Client Relations Department for any additional questions you may have about your account or a specific order. Client Relations Specialists are ready to serve you Monday through Friday from 8 am to 6 pm EST at 888.666.7788 or email: customerservice@certifiedbackground.com.

CLIENT TRAINING
If you would like further instructions on how to optimize your student roster or immunization tracker usage, you may contact any one of our Client Relations Specialists and they will be happy to assist you.

ACCESSING YOUR STUDENT ROSTER ON CERTIFIEDBACKGROUND.COM
1. Go to www.certifiedbackground.com
2. Scroll down to the bottom left corner of the screen and click "Client Log In"
3. Enter your Username and Password to login.
MENU OPTIONS
After login, go to the Main Menu tool bar located in the top right hand corner and choose from:

Client Library
Includes:
  • Student Instruction Forms
    ◦ How to place an order on CertifiedBackground.com
  • Client Instructions
    ◦ How to view student background checks on CertifiedBackground.com
  • FCRA Guidelines and Information

View Roster
Select when you want to view your student's background check results. Your Incoming Roster will display all students who have currently submitted orders on CertifiedBackground.com.

Place Order
Use this function to place an order within your account.

Add Users
Add and/or remove authorized users that have access to your account.

Update Profile
Quickly make updates to your user information such as phone number and email address.

If you have any additional questions, please contact a Client Relations Specialist at (888) 666-7788 or email: customerservice@certifiedbackground.com.

Thank you for choosing CertifiedBackground.com!
About CertifiedBackground.com

CertifiedBackground.com is a service that allows students to order their own background checks online. Information collected through CertifiedBackground.com is secure, tamper-proof and kept confidential. The services performed are based on guidelines provided by your school, so you know you will receive all the information you need from one source. Your results will be posted on the CertifiedBackground.com website where the student, as well as the school, can view them.

Before Placing Your Order

➢ Required Personal Information
  ◦ In addition to entering your full name and date of birth, you will be asked for your social security number, current address, phone number and email address.

➢ Payment Information
  ◦ At the end of the online order process, you will be prompted to enter your Visa or Mastercard information. Money orders are also accepted but will result in a $10 fee and an additional turnaround time.

Place Your Order

Go to: www.CertifiedBackground.com, click on “Students” & enter package code: WE85

View Your Results

After placing your order on CertifiedBackground.com, you will receive a confirmation email that will contain the password needed to access your results and view any missing information required to process your order.

Go to: www.CertifiedBackground.com, enter the password provided, then click “View”. On the next screen, enter the last 4 digits of your social security number to access your information.

Although 95% of background check results are completed within 3-5 business days, some results may take longer. To see your order status, return to CertifiedBackground.com with your password. Your order will show as “In Process” until it has been completed in its entirety. Your school’s administrator can also securely view your results online with their unique username and password.