QualifiedFirst® User Manual

Your student guide to completing academic program requirements.

UPDATED ON: June 14, 2024

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Let’s get started!

Welcome to QualifiedFirst® by Verified Credentials. This instruction guide will walk you through completing your program requirements. Your school may have asked you to fulfill a few qualifications for clinical placement, including background checks, drug tests, and documents for review (e.g., immunizations, insurance, acknowledgements, and more).

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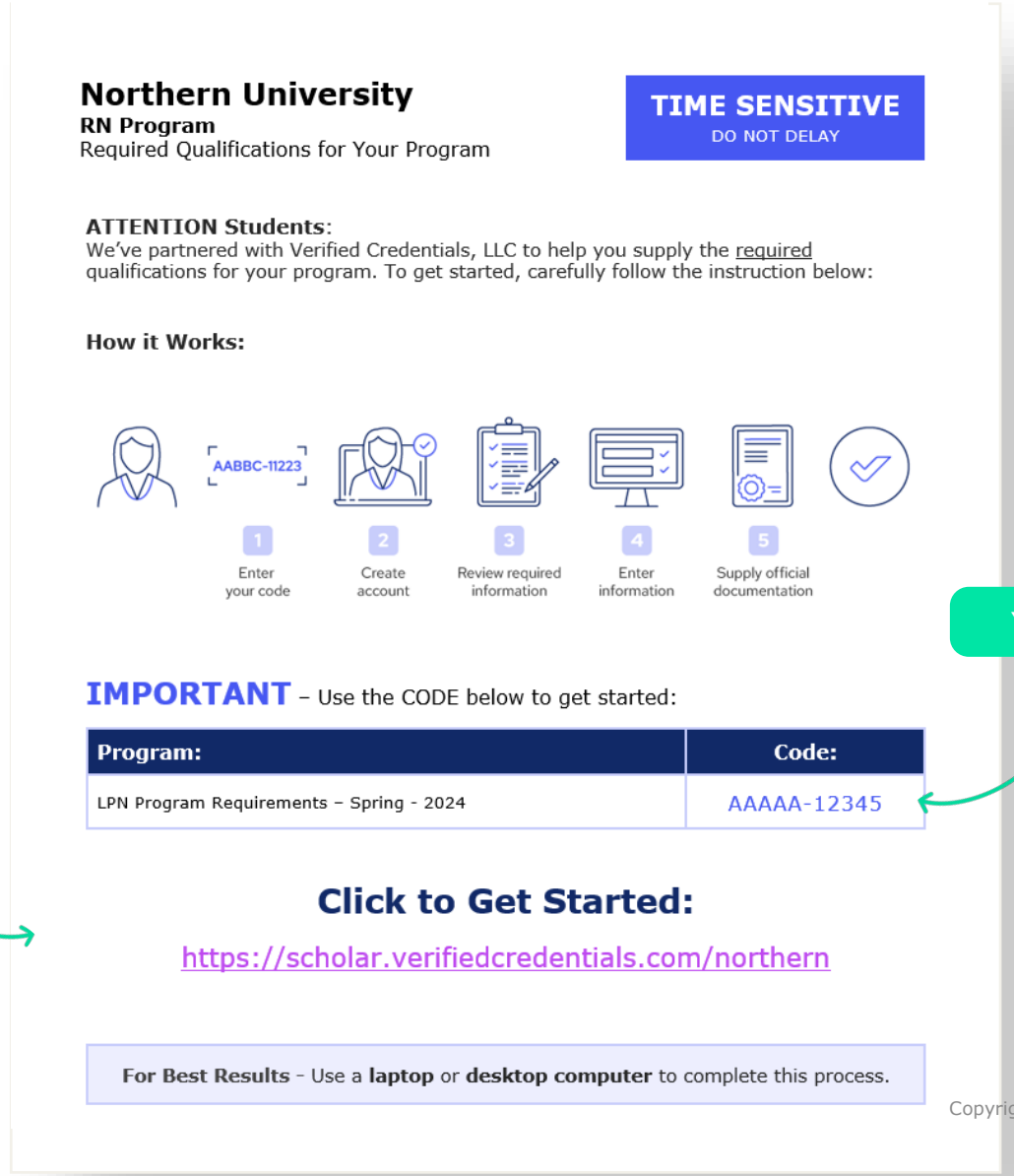
Create your account

Your program contact will provide documentation on how to create an account. This includes all the information you need to create your account.

1 Go to the link provided on your documentation.

NOTE: You will need your program code(s) to apply the correct requirements to your account.



Northern University
RN Program
Required Qualifications for Your Program

TIME SENSITIVE
DO NOT DELAY

ATTENTION Students:
We've partnered with Verified Credentials, LLC to help you supply the required qualifications for your program. To get started, carefully follow the instruction below:

How it Works:

AABBC-11223

1 Enter your code
2 Create account
3 Review required information
4 Enter information
5 Supply official documentation

IMPORTANT – Use the CODE below to get started:

Program:	Code:
LPN Program Requirements – Spring - 2024	AAAAA-12345

Click to Get Started:

https://scholar.verifiedcredentials.com/northern

For Best Results - Use a **laptop** or **desktop computer** to complete this process.

Use this link to access your page.

Your program code.

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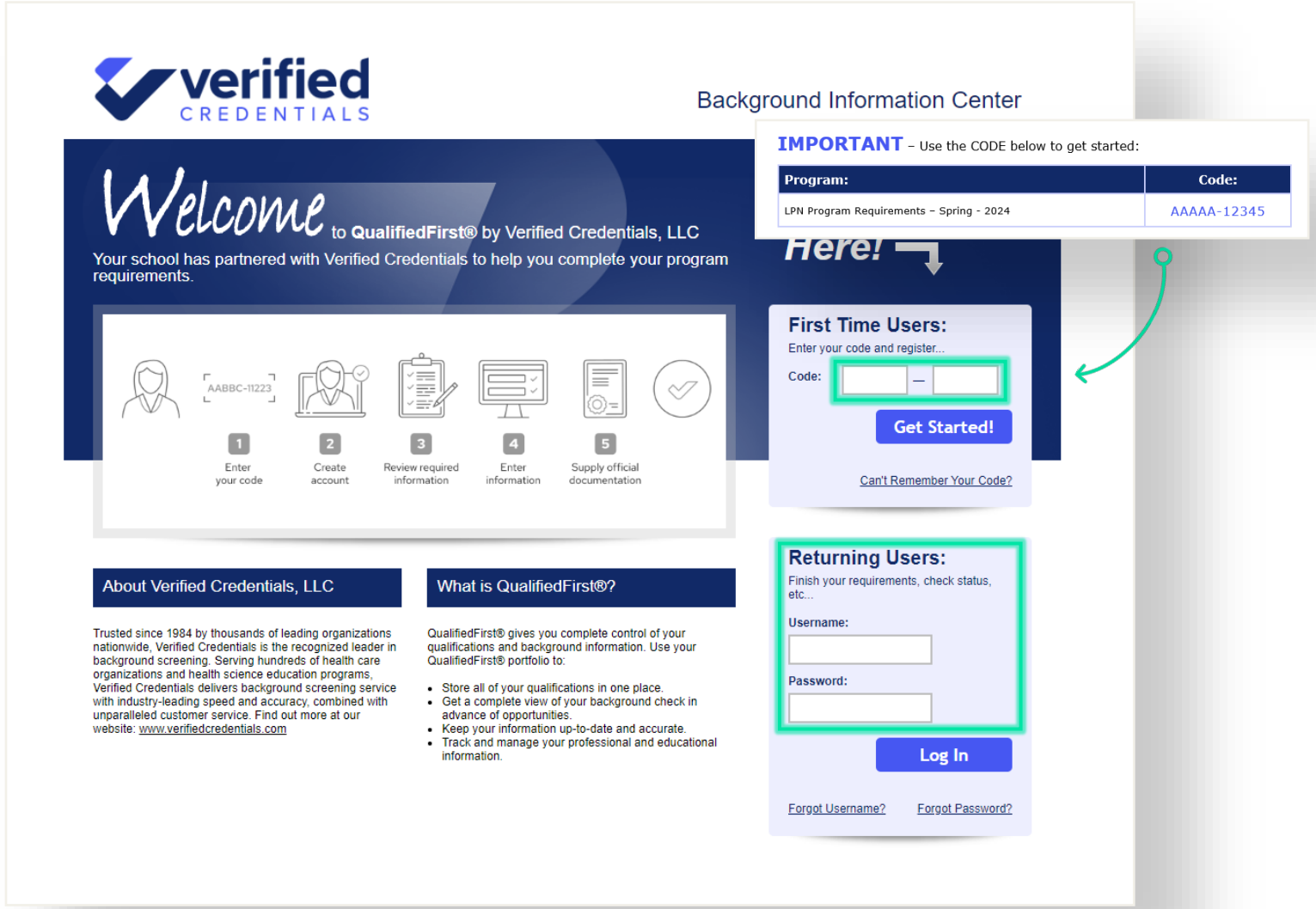
Create your account

2 Enter the program code from the program-provided documentation to get started.

NOTE: Returning users can reenter their QualifiedFirst account by entering their username and password in the 'Returning Users' box. Alternatively, you can log into QualifiedFirst directly once your account has been created. Additional codes can be entered on the Home tab of your QualifiedFirst account as needed.



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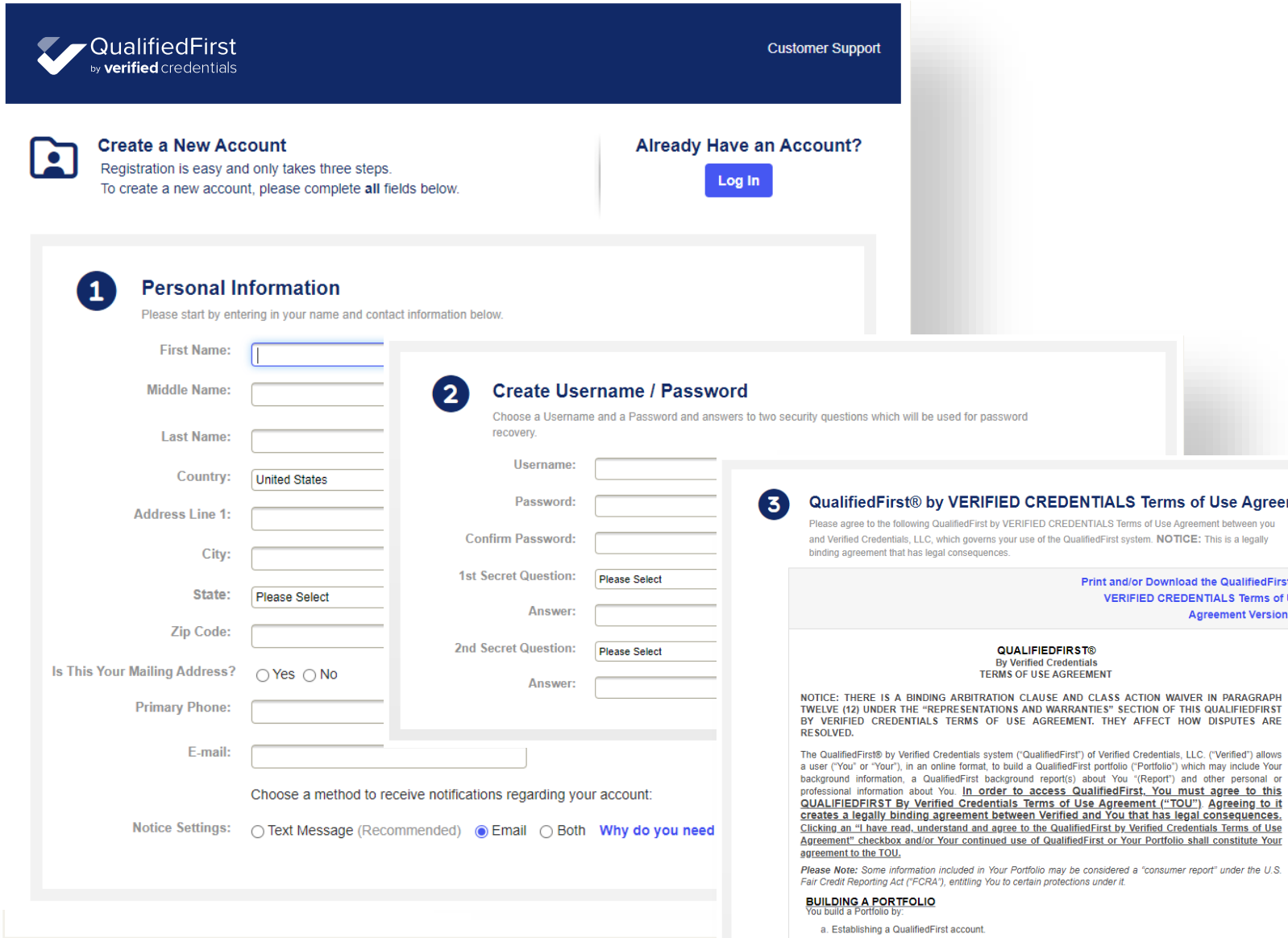
Create your account

3

- Enter your personal information
- Create a username and password
- Double-check all information entered. This information will be used to complete program requirements (document review, background check completion, and drug screens). Incorrect information may result in delays or additional fees.
- Read and sign the QualifiedFirst Terms of Use Agreement.



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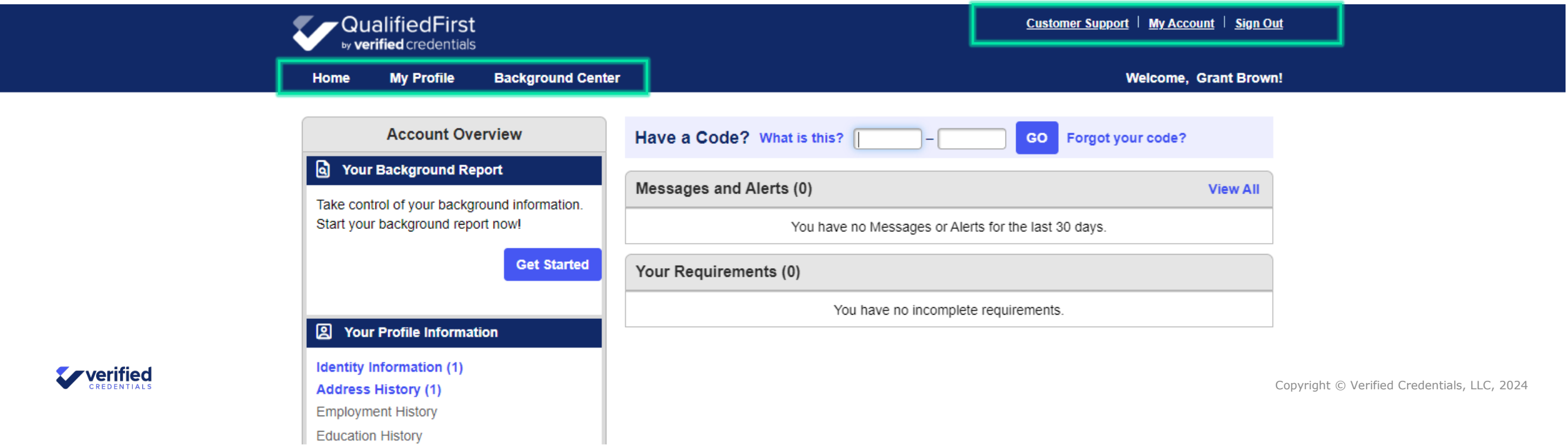
Navigating your dashboard

- **Home** – Displays requirements and overview of your progress.
- **My Profile** – Your personal information, documents, licenses, and portal to updating expiring requirements
- **Background Center** - View background check status and final report.
- **Customer Support**– Support contact information and chat link.
- **My Account** – Update username, email, password and, more.
- **Sign Out** – Exits the QualifiedFirst system.



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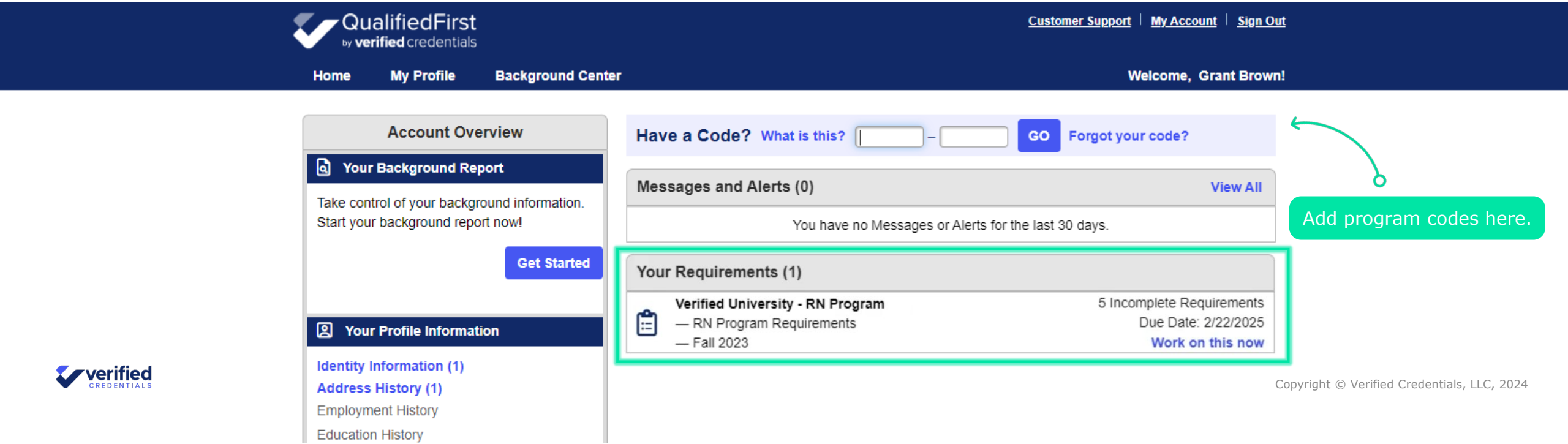
Your program requirements

Every program has a unique set of program requirements. You may need to enter more than one program code to start all your requirements. You may enter additional program codes on the Home tab next to 'Have a Code?'



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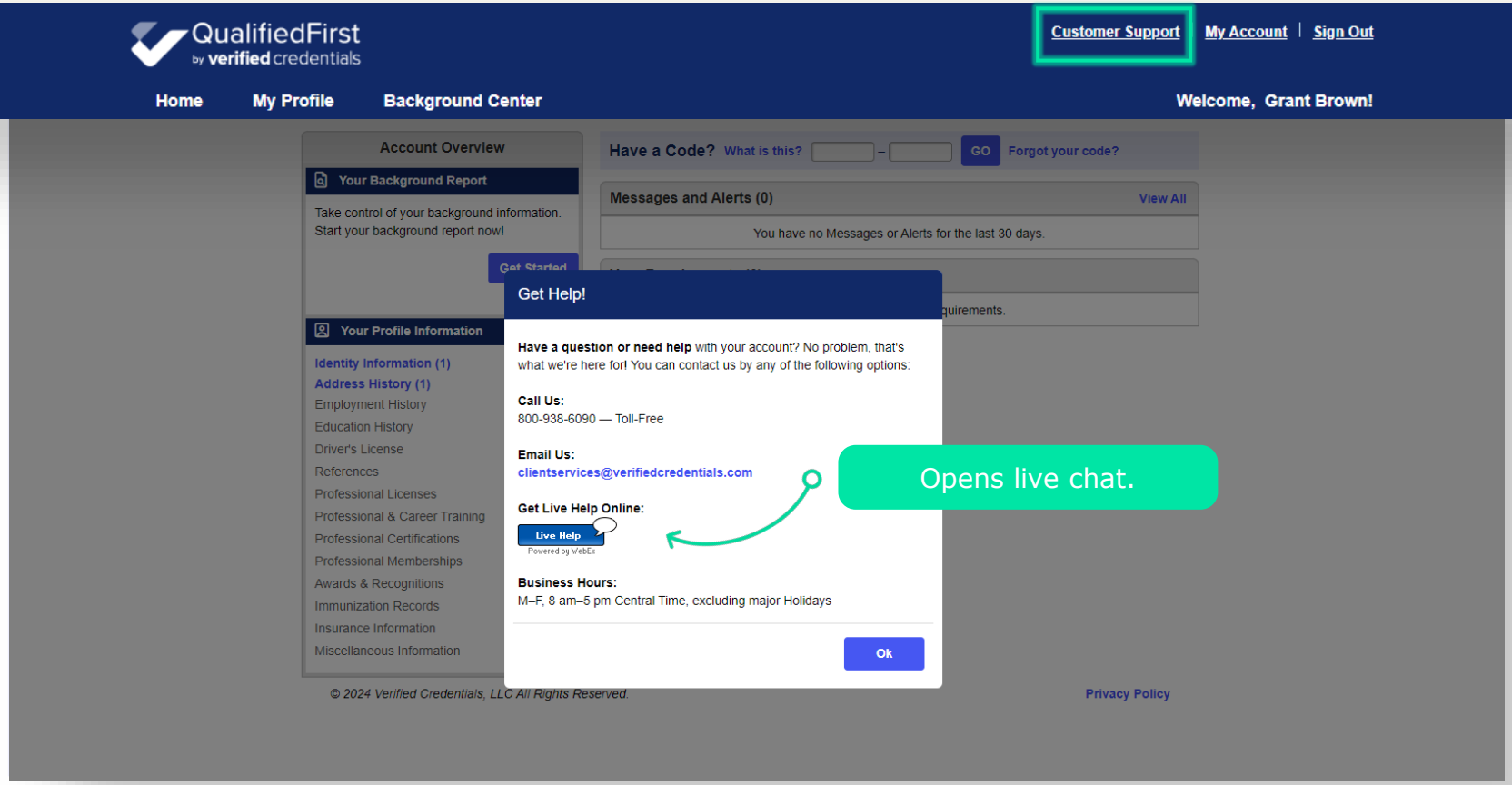
Customer support

Live support is available Monday-Friday, 8am-5pm CT (excluding holidays). Phone number, email address, and live chat link are all available on your dashboard.



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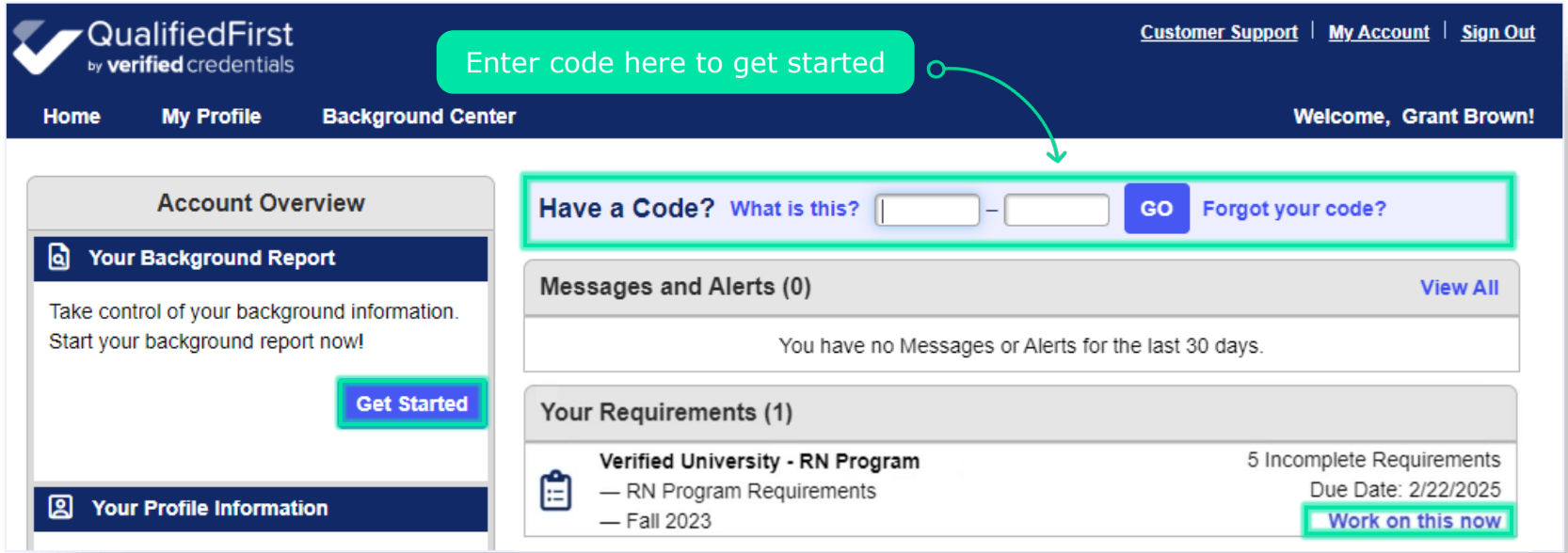
1 Start your background check

Not all codes will include a background check. If your code includes a background check, you may begin by entering your code after signing in. If you sign out before completing your background check process, you can access your background check from your dashboard by selecting:

- "Get Started" under Your Background Report, OR
- "Work on this now" under Your Requirements

NOTE: Not all codes will include a background check. A screen similar to the example on the right including 'Your Requirements' will ONLY appear for users who log out before completing all steps using a code. If you will be completing all steps before logging out, please disregard this step.



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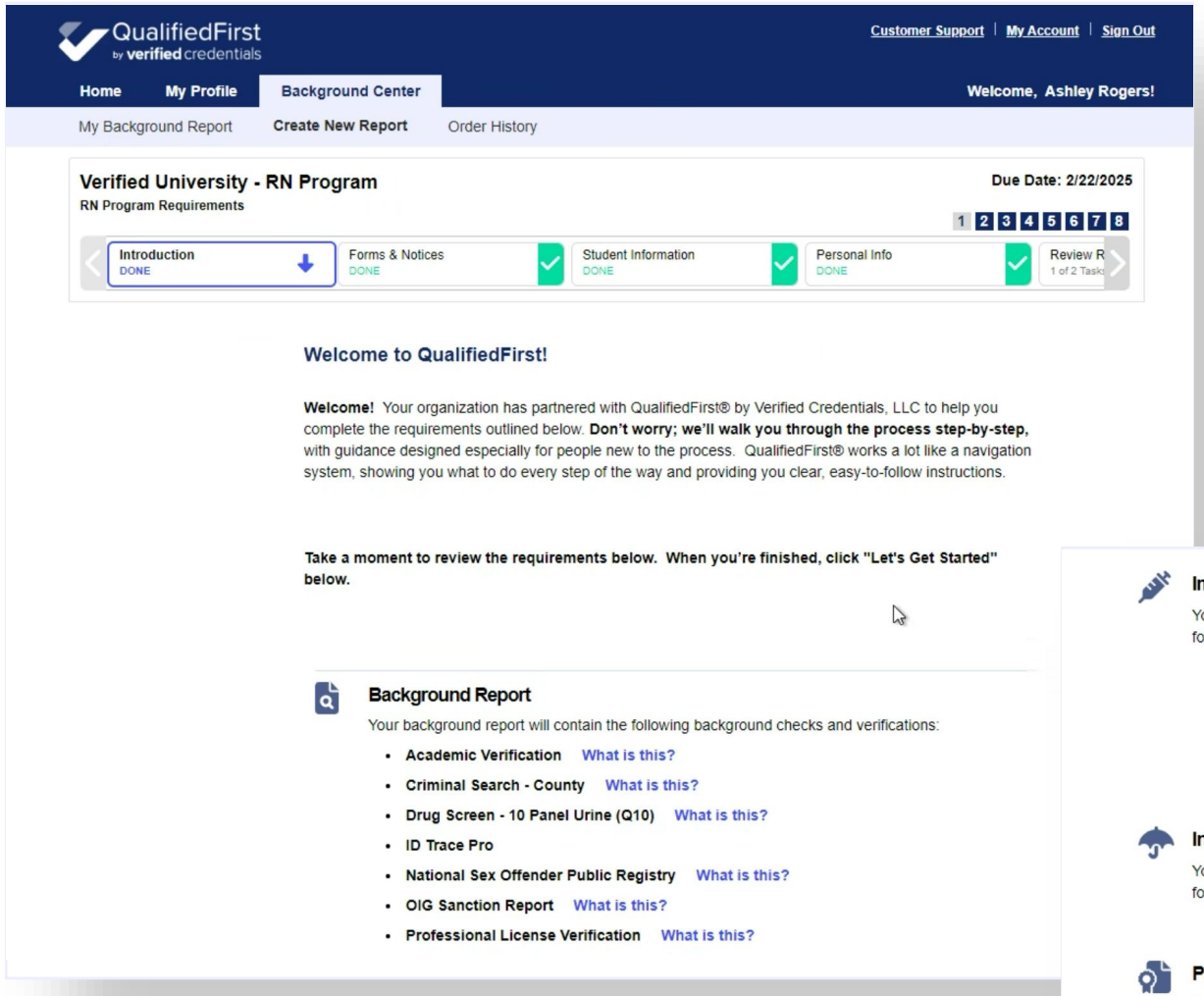

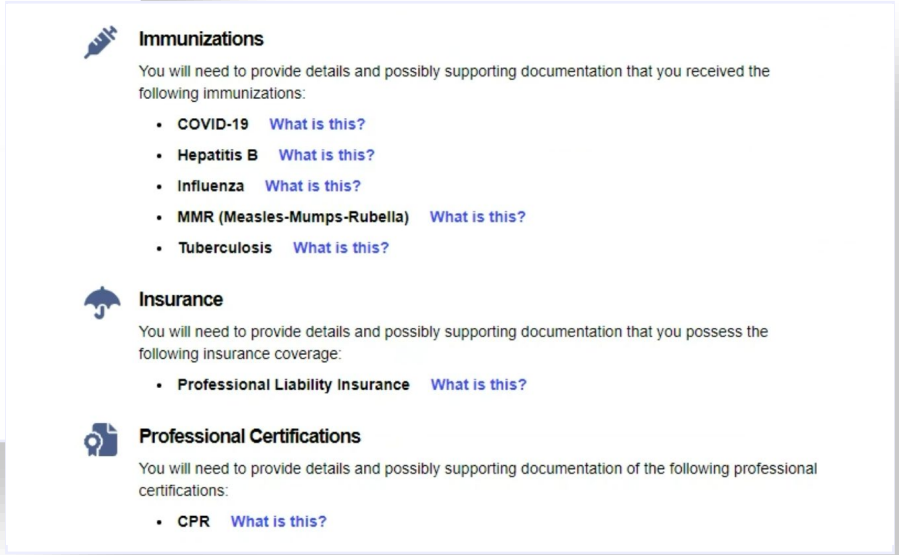

2 Review requirements

Review the list of requirements. Get details on each by selecting "What is this?".

When you are done reviewing, scroll to the bottom of the page and select "Let's Get Started".

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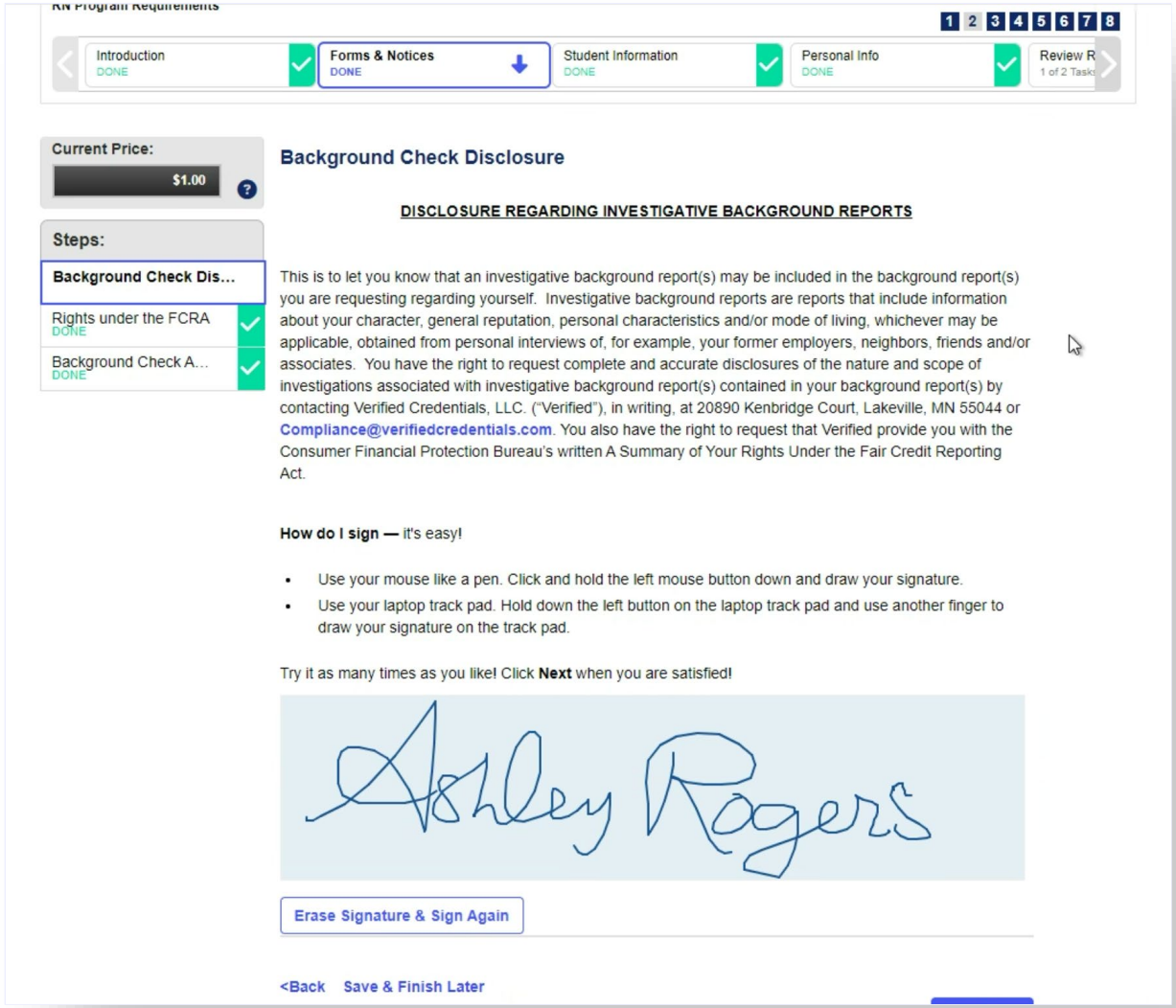
3 Complete forms & notices

Review and sign the required documents using your mouse or finger. Documents may include:

- Disclosure and authorization forms
- Your rights under the FCRA
- Other documents as required

NOTE: These are documents required by the affiliated program, not by Verified Credentials.



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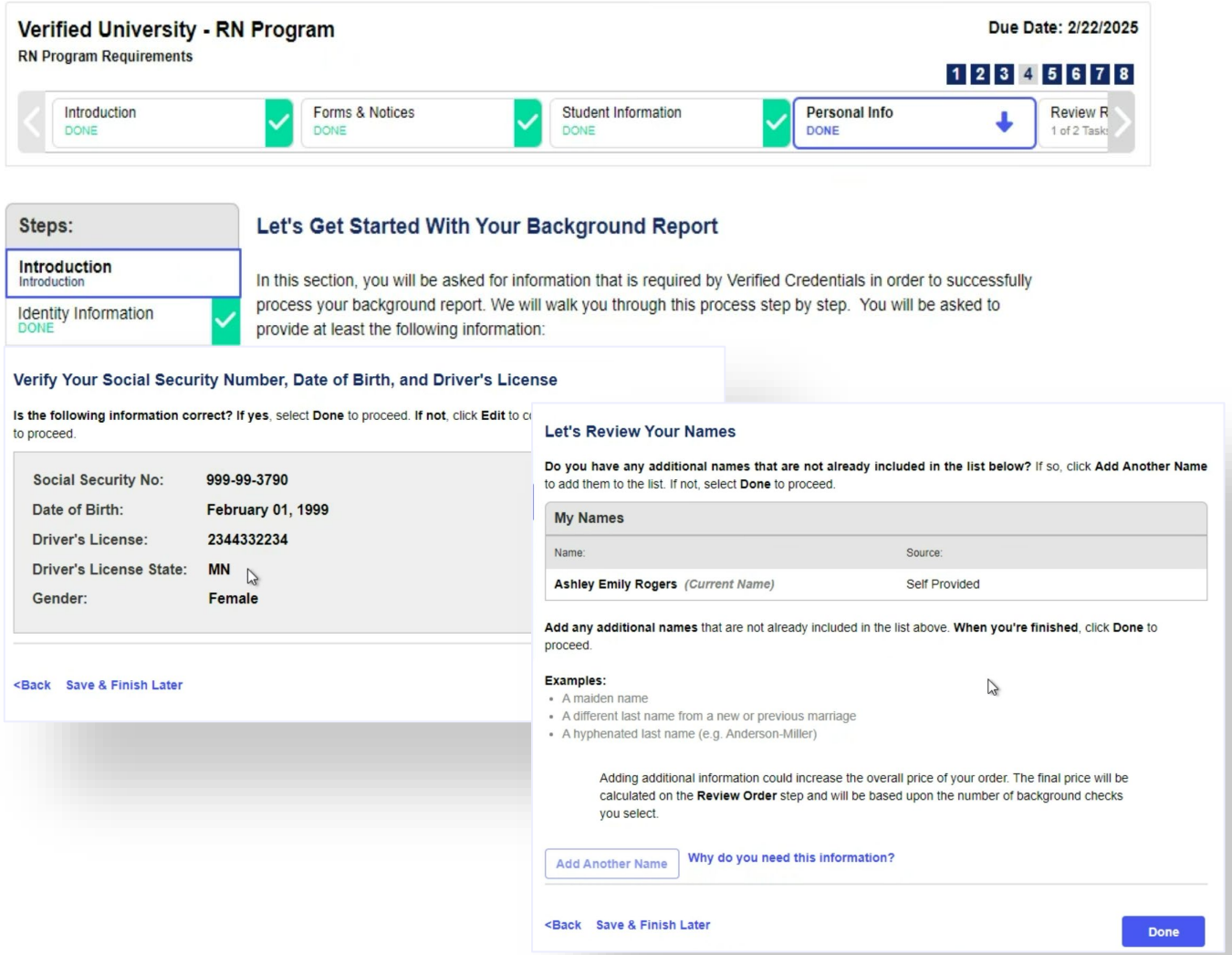
4 Enter personal information

Enter and/or confirm your personal information for your background check order. This may include:

- Social Security Number
- Date of birth
- Driver's license information
- Name & aliases

Click "Next Step" or "Done" when each section is complete.

NOTE: This information is only applicable if your code requires a background check. Please double-check all information once completed. Incorrect information may result in delays or additional fees.



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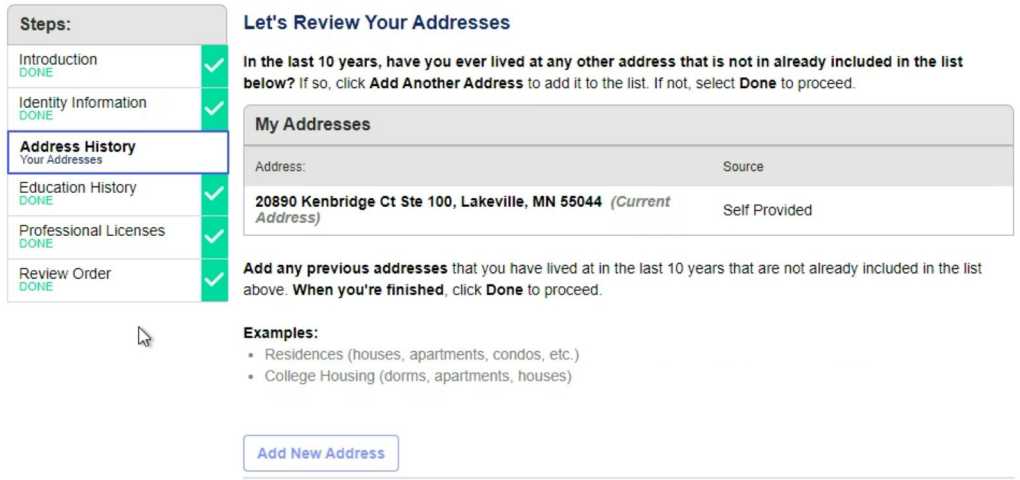
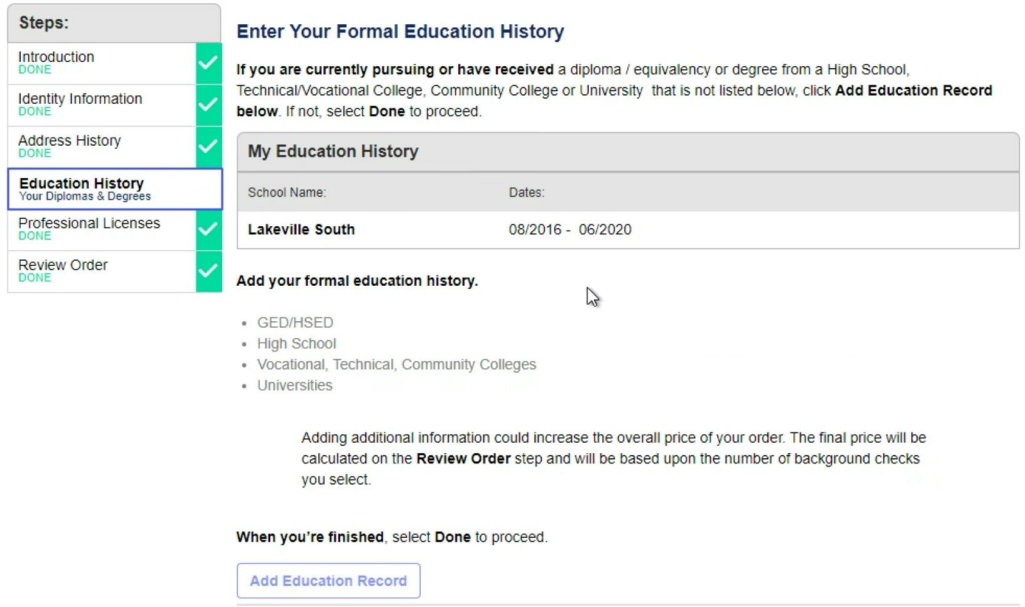
5 Additional information that may be required

- Address history – Include residences for the specified number of years.
- Education history – Include details on the level of education completed.
- Professional licenses – Provide details on professional licenses and/or certifications that must be verified.





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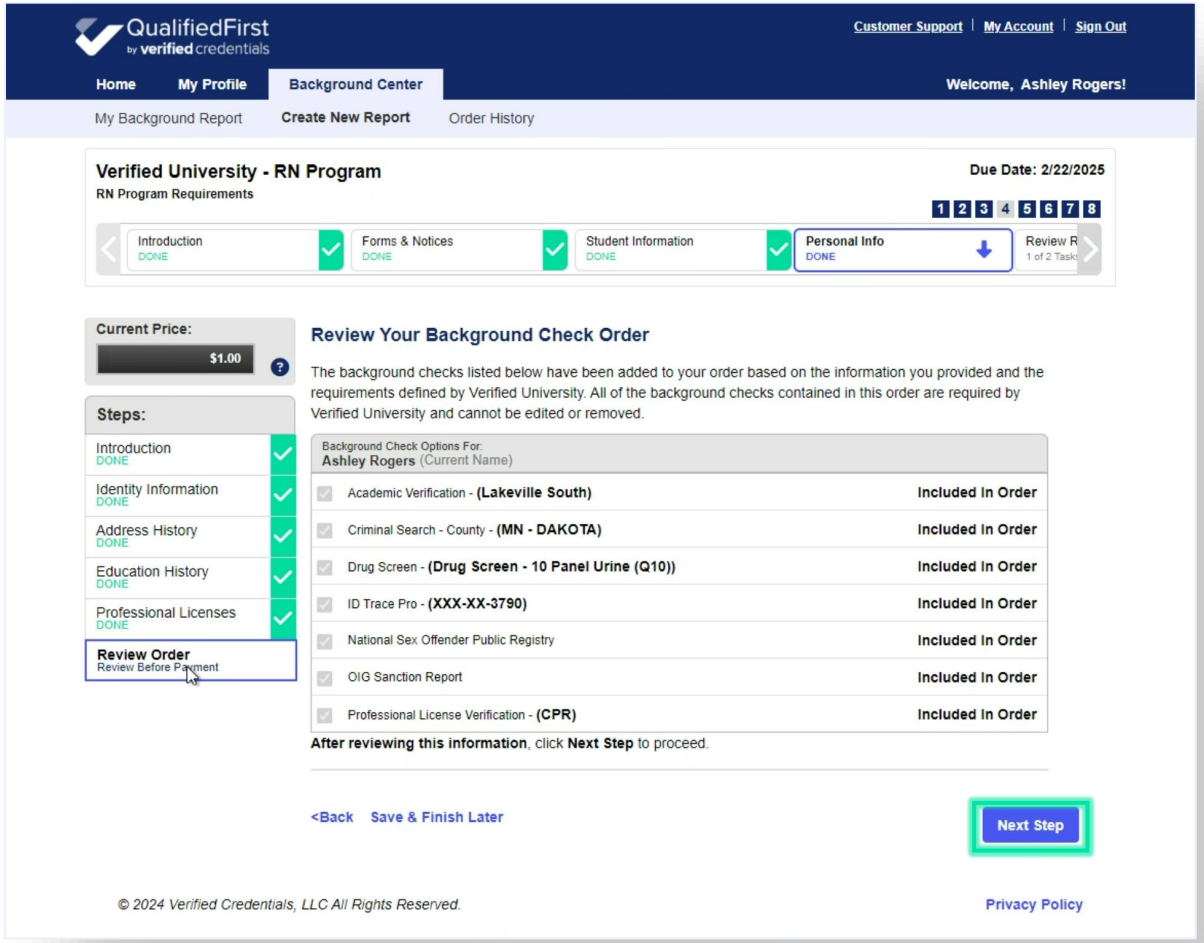
6 Review your background check order

Once everything is reviewed, select “Next Step” to complete the background check payment.

NOTE: Accepted payment options are debit card, credit card, and PayPal. Some programs may cover the cost of the background check order if required.



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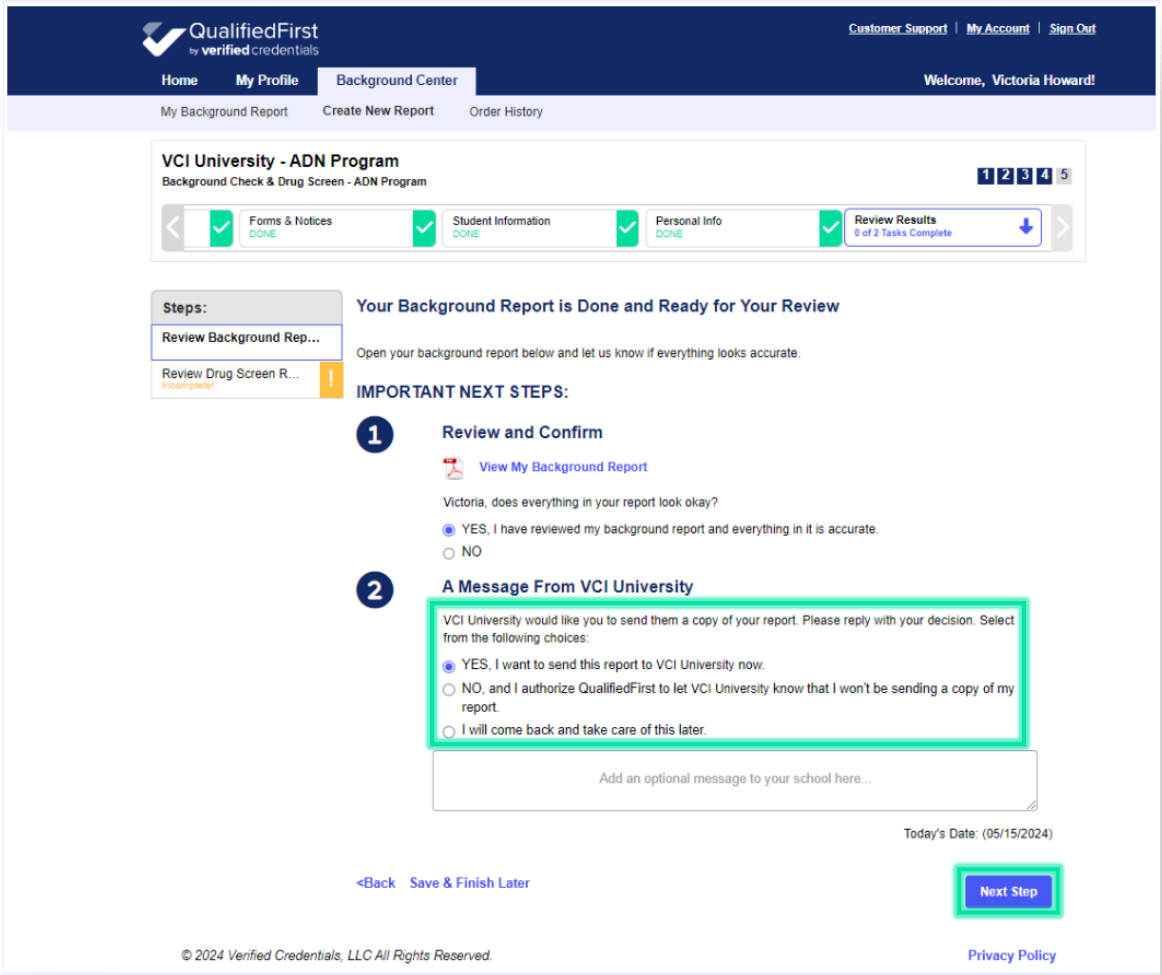
7 Share your background check

Reviewing final background check results:
Once your background check completes processing, you will be asked to review the results and whether you would like to **share the results** with your program.

Select “Yes” and click the next button to release your background check results to your school.

Viewers will not be able to access results without you completing these steps. Once a background check is ordered, the submitted information cannot be updated.

If drug screening is required, you will then be prompted to follow through with next steps.



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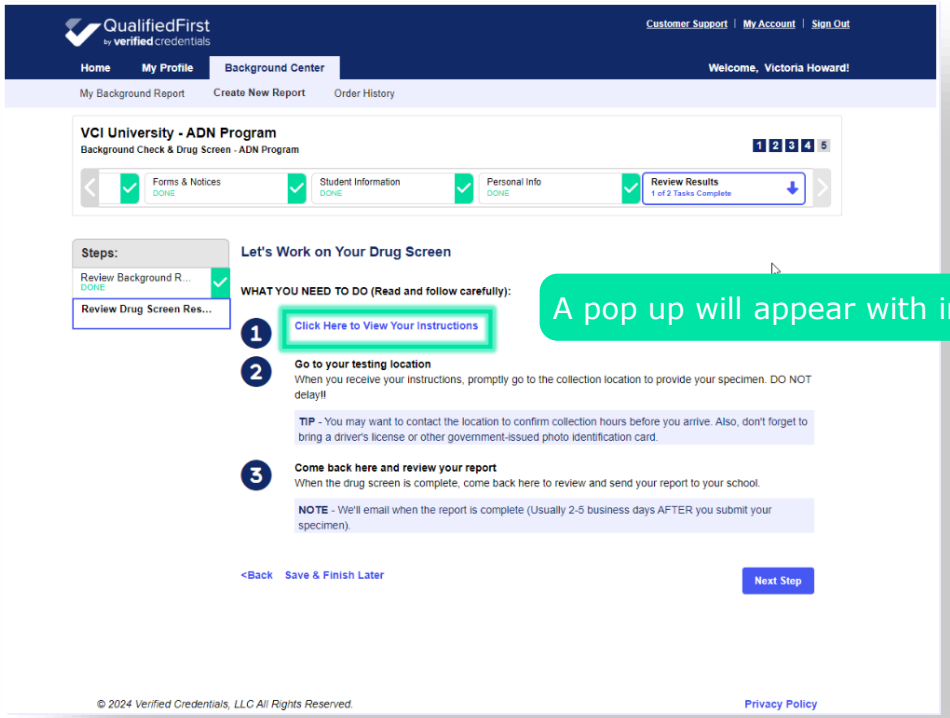
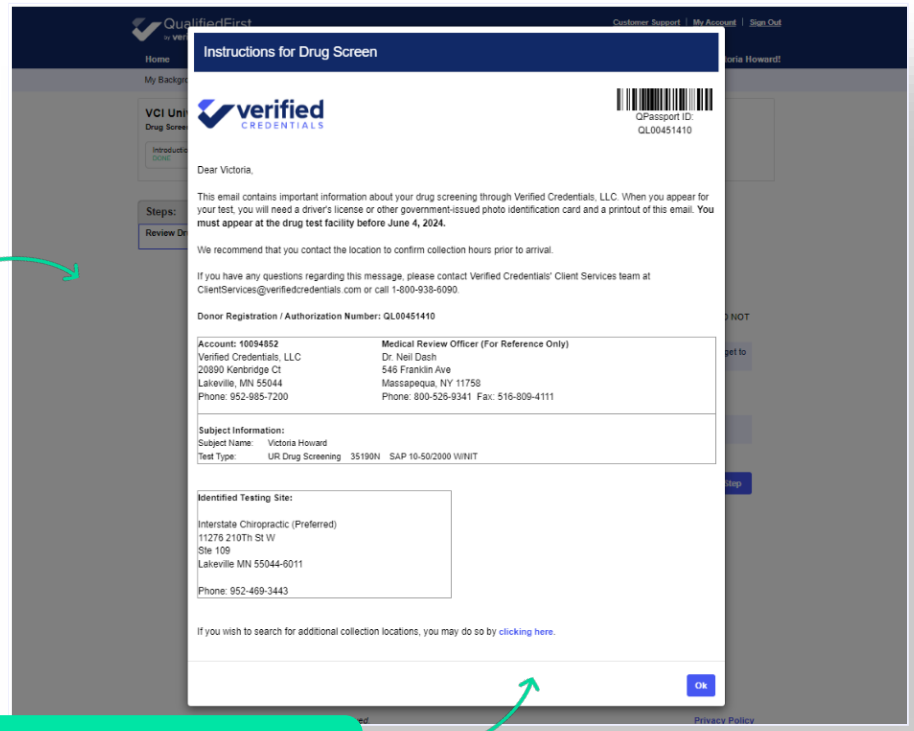
1 Starting your drug testing process

If your school requires a background check and drug screening, you will see a screen similar to the one below on the left. Select “Click here to View Your Instructions” to see instructions.



A pop up will appear with instructions



Click here for more collection sites!

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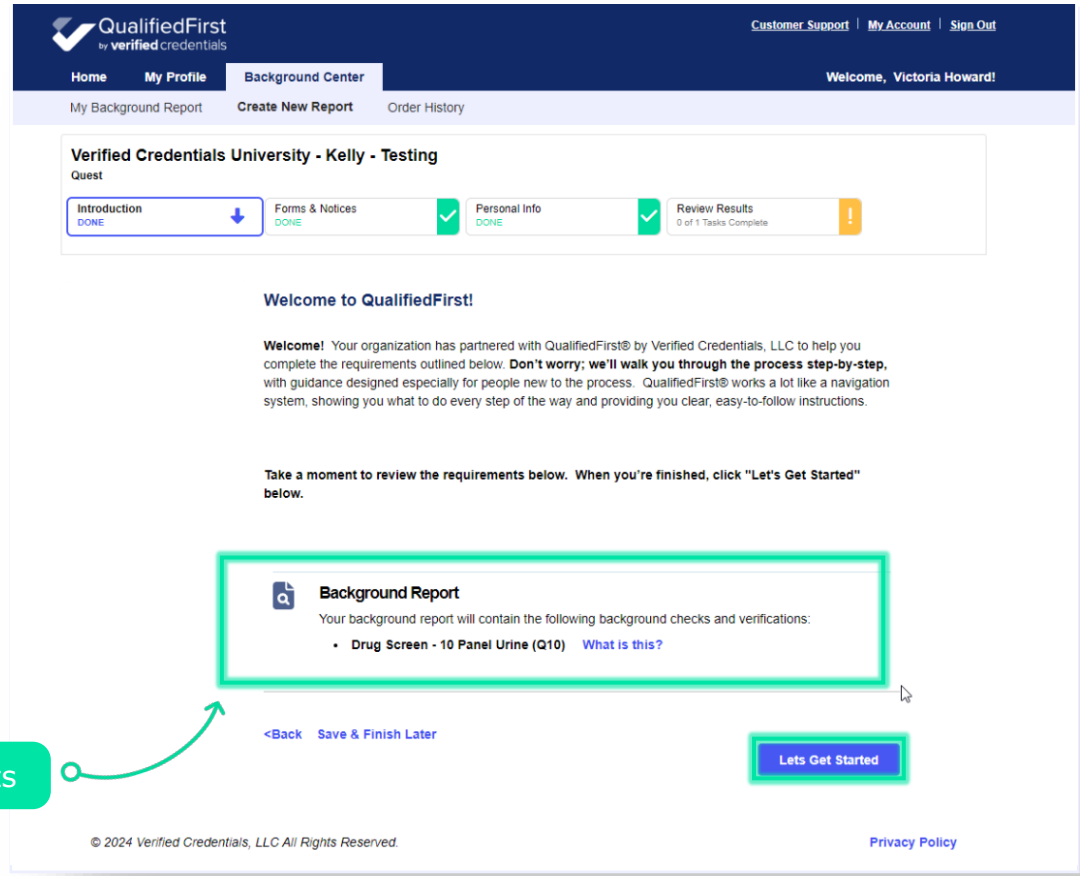
1 Starting your drug testing process

If your school requires drug screening **only**: After following the steps in the account overview and entering your code(s) provided for drug screening, you will see this screen with an overview of your requirements. After reviewing your screening requirements, select “Lets Get Started”.



Click here to review requirements

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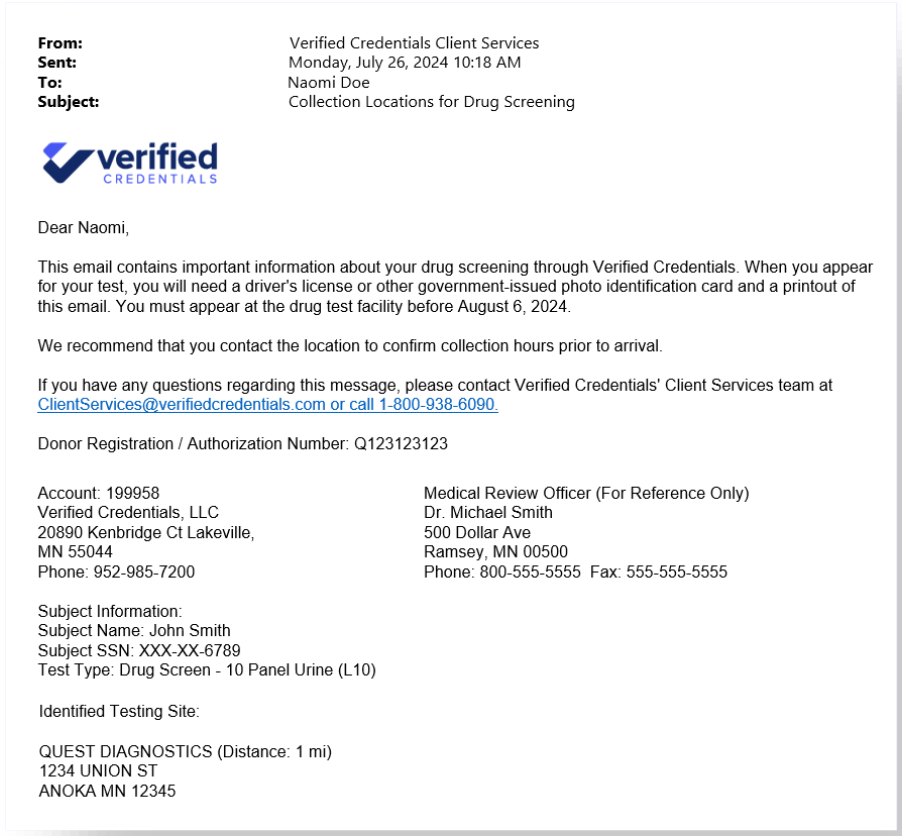
2 Email instructions for drug test

A similar email with your instructions to complete testing will also be emailed to you towards the beginning of the process. Students should receive instructions within one day of receiving their order.

3 Go to collection site

Follow instructions to go to the nearest collection site. Check hours of collection site before you visit. A scheduled appointment is not required.



From: Verified Credentials Client Services
Sent: Monday, July 26, 2024 10:18 AM
To: Naomi Doe
Subject: Collection Locations for Drug Screening

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Dear Naomi,

This email contains important information about your drug screening through Verified Credentials. When you appear for your test, you will need a driver's license or other government-issued photo identification card and a printout of this email. You must appear at the drug test facility before August 6, 2024.

We recommend that you contact the location to confirm collection hours prior to arrival.

If you have any questions regarding this message, please contact Verified Credentials' Client Services team at ClientServices@verifiedcredentials.com or call 1-800-938-6090.

Donor Registration / Authorization Number: Q123123123

Account: 199958
Verified Credentials, LLC
20890 Kenbridge Ct Lakeville,
MN 55044
Phone: 952-985-7200

Medical Review Officer (For Reference Only)
Dr. Michael Smith
500 Dollar Ave
Ramsey, MN 00500
Phone: 800-555-5555 Fax: 555-555-5555

Subject Information:
Subject Name: John Smith
Subject SSN: XXX-XX-6789
Test Type: Drug Screen - 10 Panel Urine (L10)

Identified Testing Site:

QUEST DIAGNOSTICS (Distance: 1 mi)
1234 UNION ST
ANOKA MN 12345

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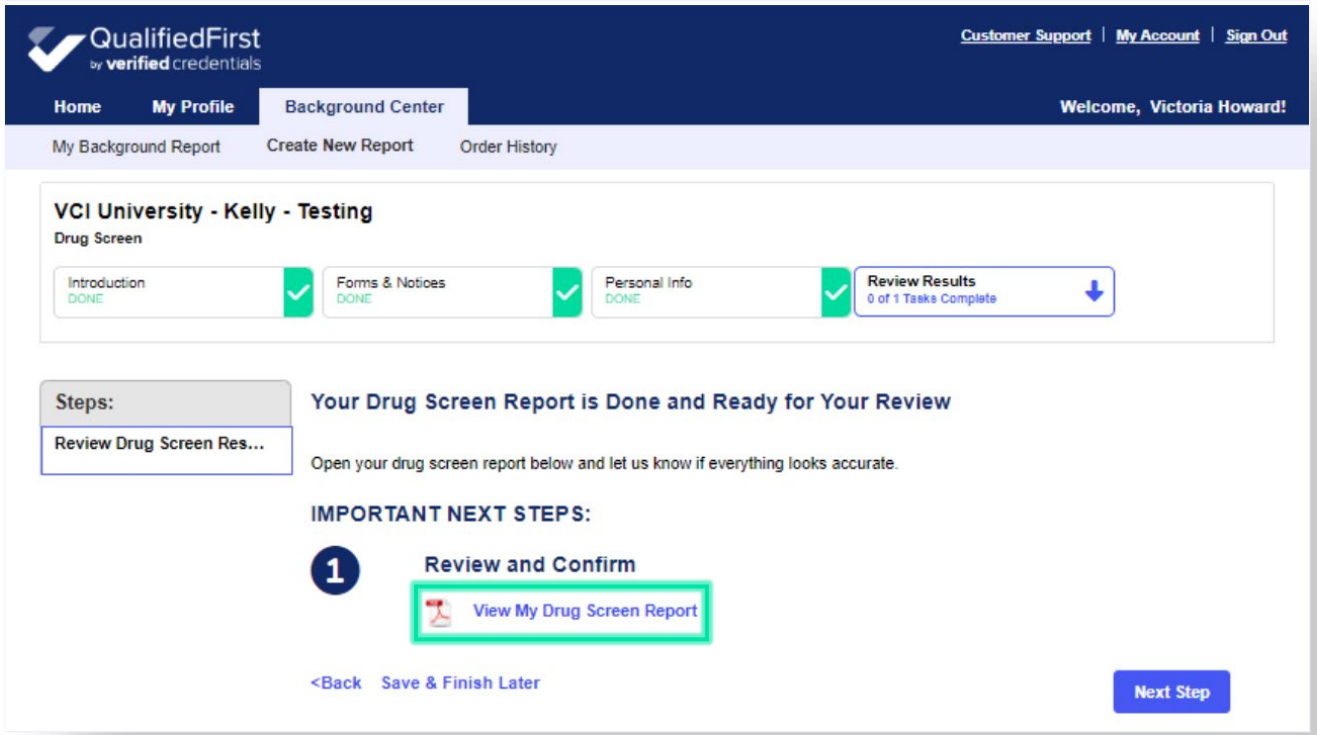
4 Review your test results

After following the requirements and completing the drug testing process, you will review your results for accuracy by viewing the PDF in the next step.

Be sure to review your results before clicking ‘Next Step’. You will be prompted to confirm or dispute test results after viewing the document.



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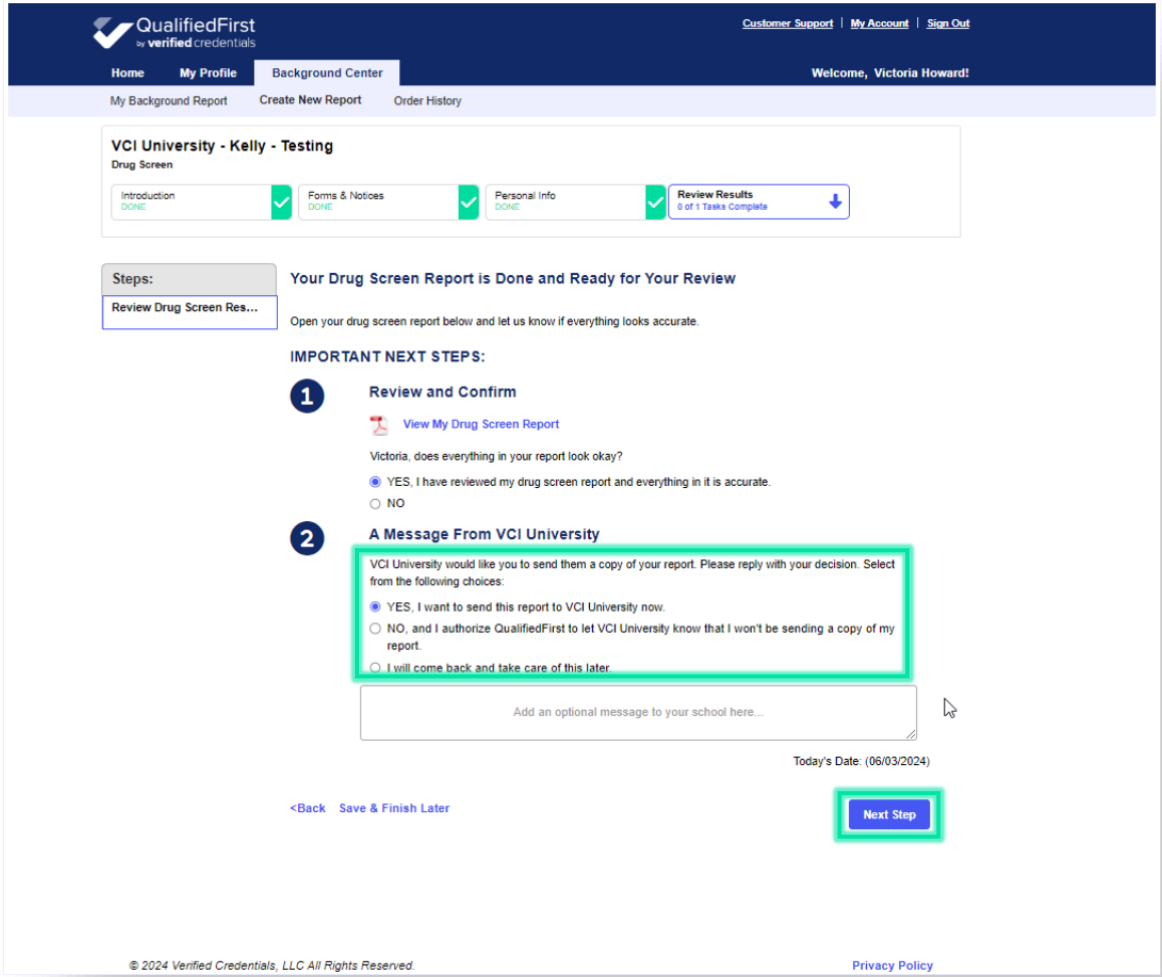
5 Review and share your results

If you your drug screen report looks accurate, you will be asked if you would like to **share the results** with your program.

Select “Yes” and click the next button to release your drug screening results to your school.



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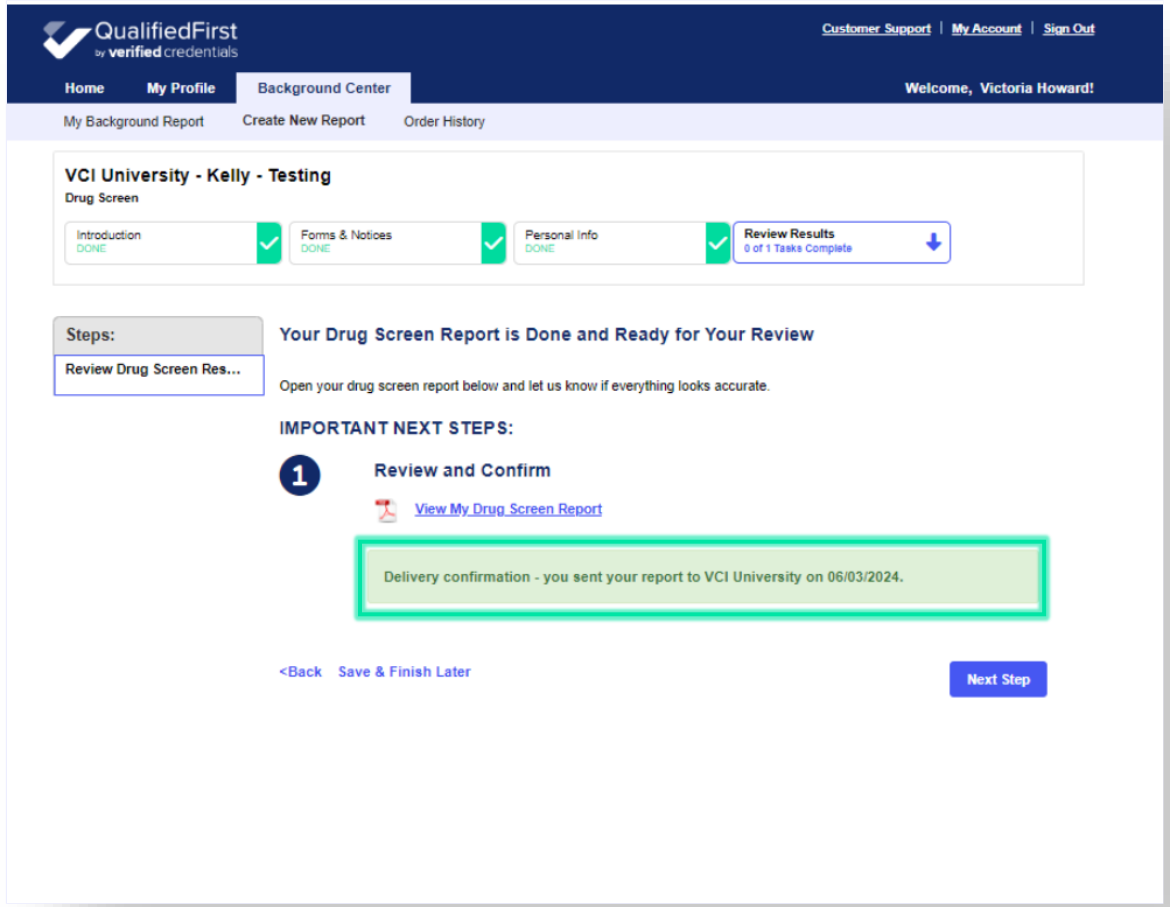
7 Share your test results

After sharing your results and clicking next, you will receive a delivery confirmation message to confirm your school has received the results.



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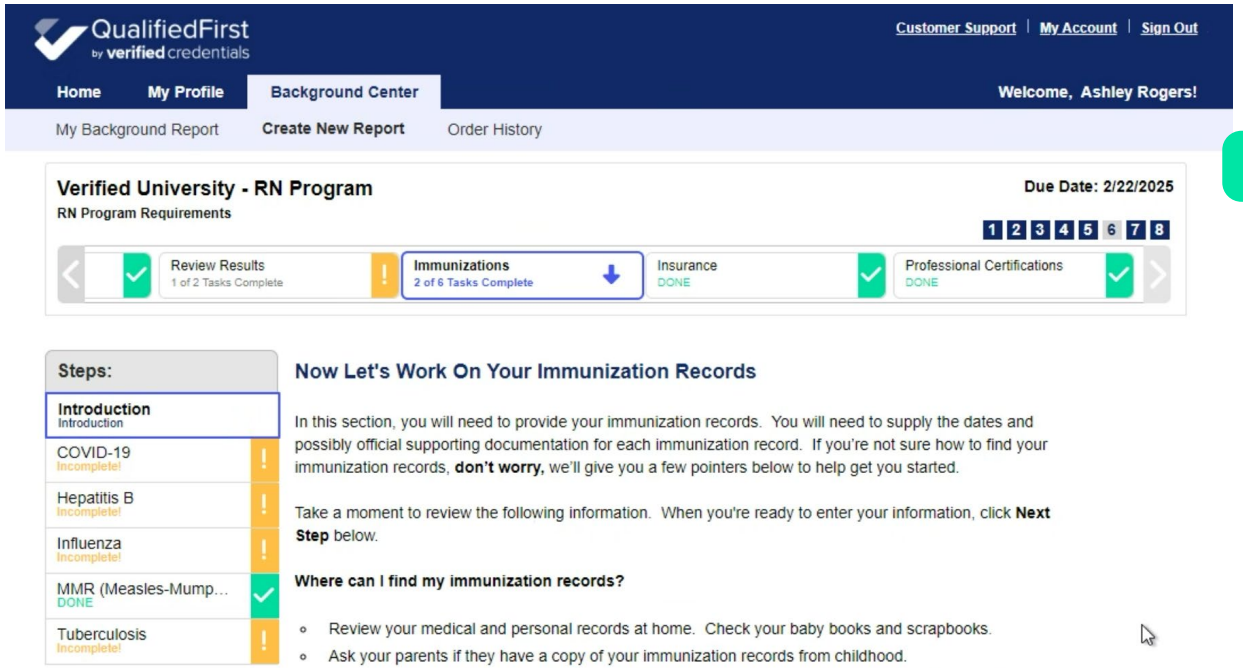
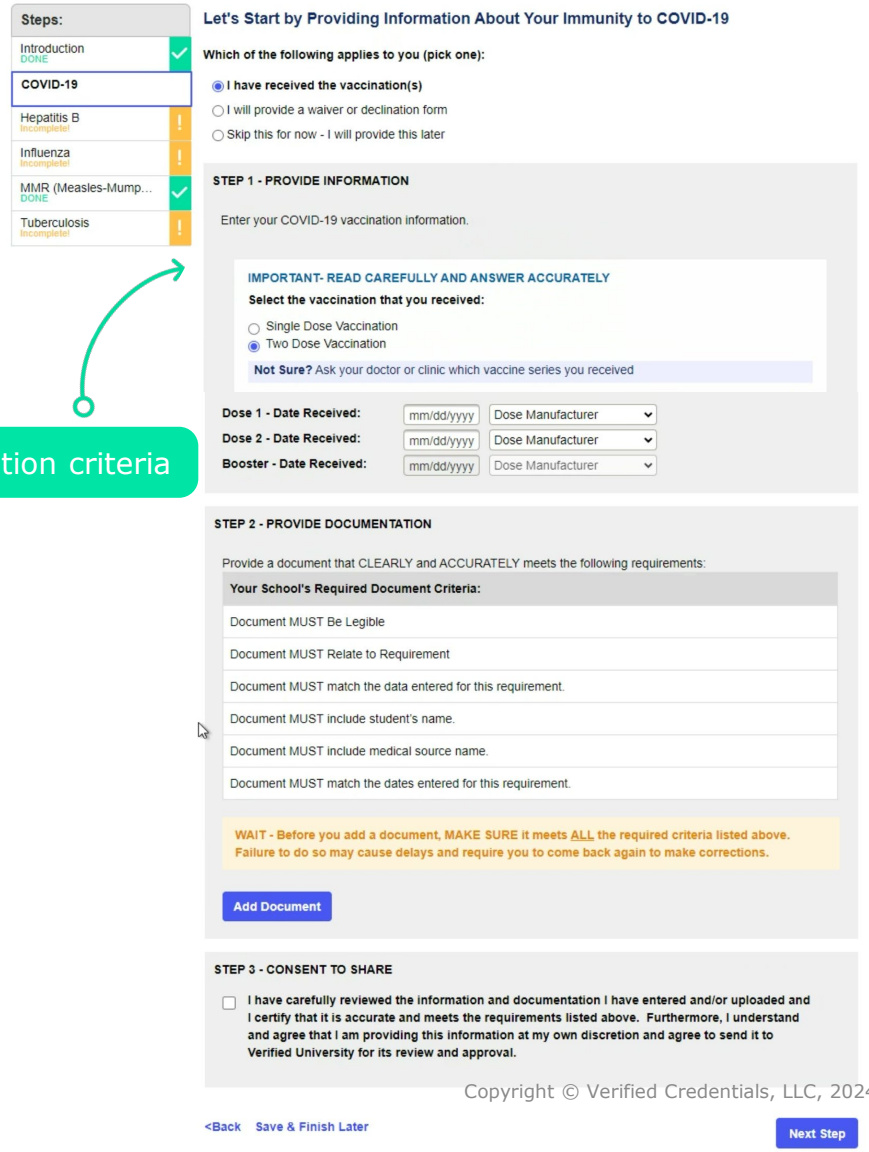
Additional Requirements

If your code includes collection of items such as immunizations, the system will guide you through submission. You will only be presented with options that are required as part of the code you entered.



Example immunization criteria



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Additional Requirements

Before submitting your requirements, be sure:

- All dates and results are entered exactly as they appear on your supporting document for submission (ex. 4-10-24/ 04.24.2024).
- All documents uploaded are clear and legible for verification. Illegible uploads will result in delays and resubmission.

Select “Finished” when you have completed all requirements.

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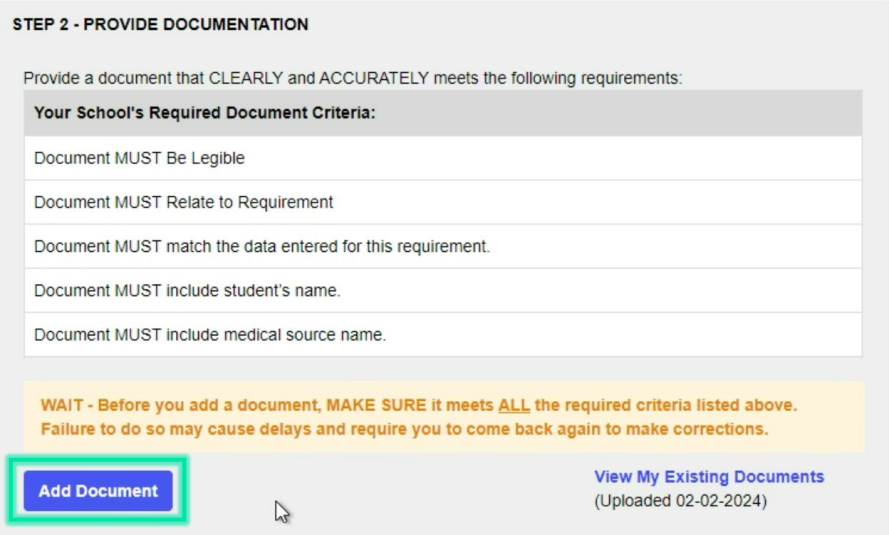
Reuse existing documents

Documentation that was previously uploaded can be submitted for additional requirements. Click on “Add Document” to view and reuse a document. A window will appear allowing you to select a previously submitted document for another relevant requirement.



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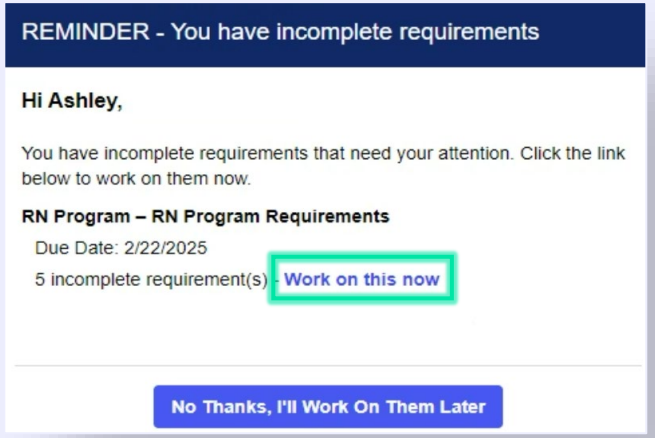
Incomplete requirements

Our system will allow you to complete certain requirements later. However, document review is not immediate and may take 1-3 business days for an update. We suggest submitting documentation early to ensure you meet program deadlines."

When signing back into your account, you will be prompted if any required documents are still incomplete or missing.



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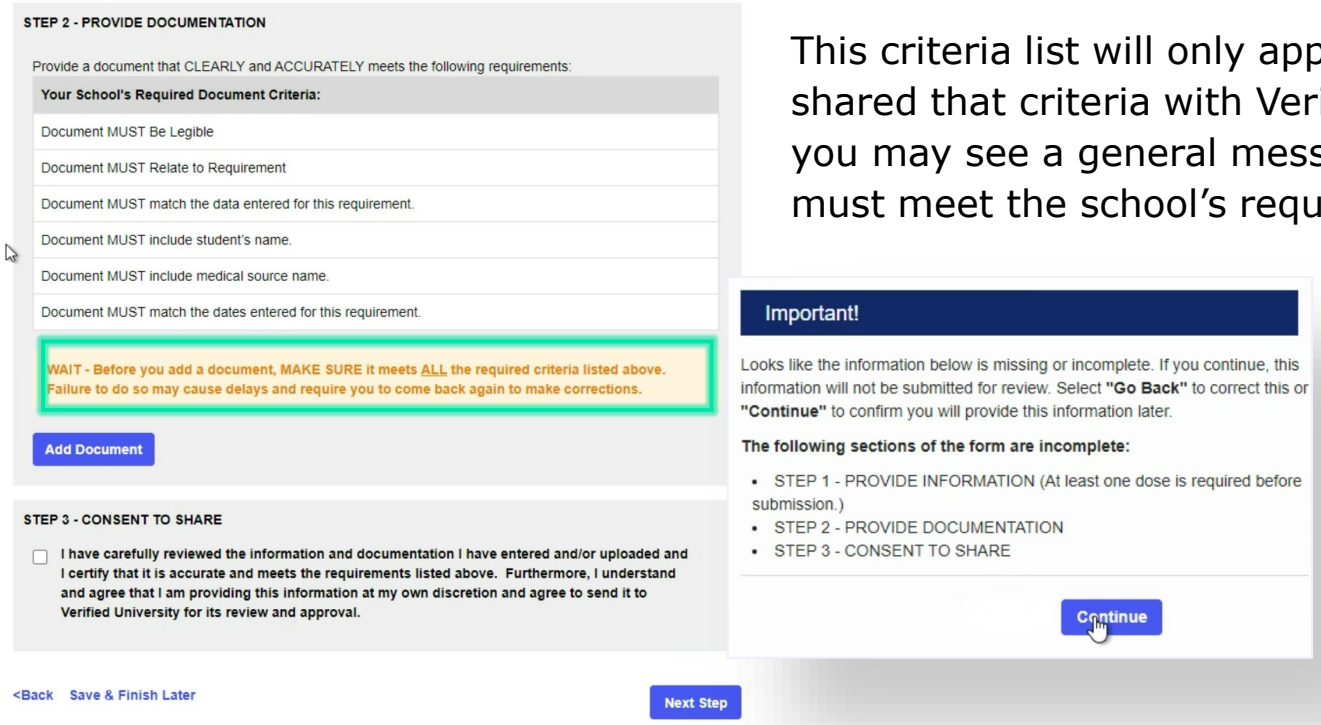
Requirement corrections

Your school may have specific criteria for the documents you submit.

Documentation **must meet all criteria** or it will be flagged as not meeting criteria during the review process.



This criteria list will only appear if your school has shared that criteria with Verified Credentials. If not, you may see a general message that the document must meet the school's requirements.

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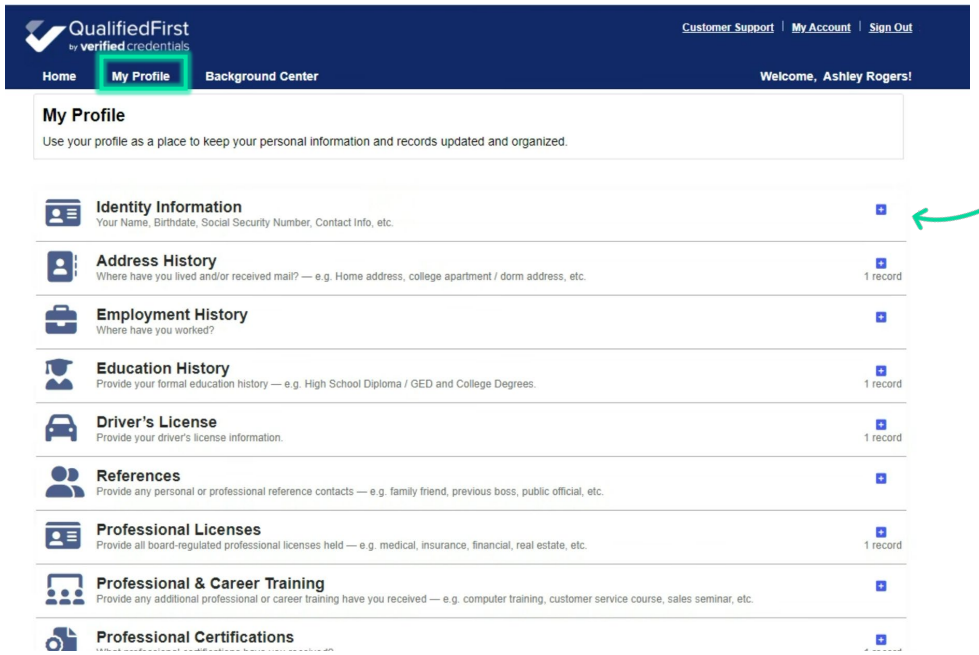
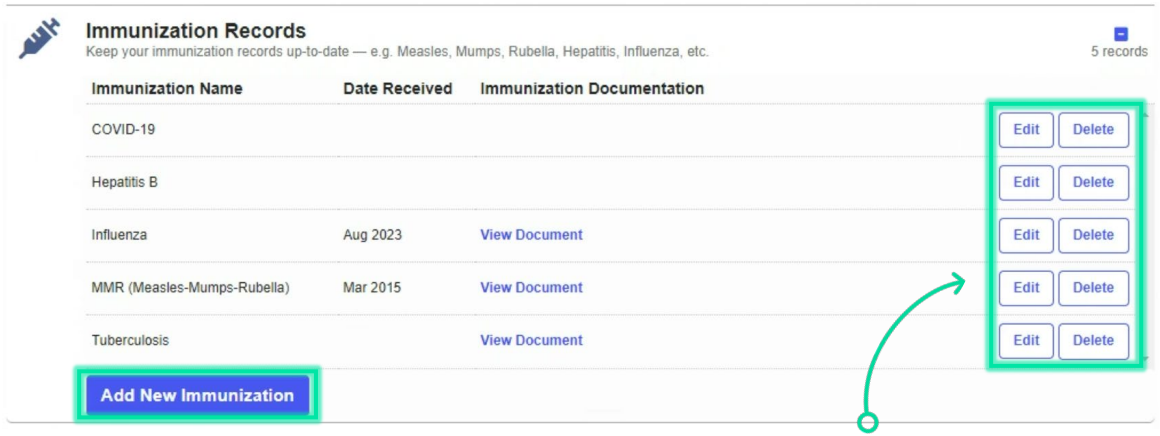
My Profile

Maintain all your information in one place for future professional or personal opportunities. You have access to your profile for life. View and update your information directly in "My Profile". Note that items uploaded in 'My profile' *may* not be related to your code. To update an item related to your code, click Edit next to the item. Select your program, and you will be directed to the correct place to make the update.



Manage information and documentation by selecting "+" next to the category you want to update.



Add new documentation or edit/delete previously submitted data.

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Frequently Asked Questions

Why am I receiving an error message when trying to upload my document?

This could be due to your document being in the incorrect format, having a lock or password protection implemented, or a technical issue.

- Make sure that your document is in JPEG, PNG or PDF Format.
- Remove any lock or password protection from the document.
- Use another browser.
- Clear cookies and cache.

Why am I seeing a 'signature too small' error message when signing a document?

The system may not be recognizing that a signature was provided if it is not large enough or does not have enough "loops" in it.

- Try signing your name larger.
- Add more "loops" to your signature to make it recognizable.

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Frequently Asked Questions – *Continued*

How do I delete my account?

Contact Verified Credentials Client Services to make this request.

Why is my institution unable to view my submitted documents?

A requirement code is required to link the information in your account to your institution.

- If you did not use a requirement code, please contact your institution to obtain the code(s) needed for your program.
- If you have entered a code and submitted your documents, please reach out to Verified Credentials Client Services for further assistance.

Where can I find my receipt for past orders?

Click on your Background Center tab > Order History.

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Have Other Questions or Need Assistance?

Contact Client Services at:

800.938.6090

clientservices@verifiedcredentials.com

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