



BACKGROUND CHECKS

ADDITIONAL STUDENT INFORMATION GUIDE

EMPOWERED BY  VERTICAL SCREEN

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COMMON ERRORS WHEN COMPLETING APPLICATIONS

This is a list of common errors students may receive while trying to complete their online applications. If a student receives any error messages while logging into the system or are having difficulty completing an application for a background check or drug screen, please have them contact Certiphi Screening's Technical Support Team at 1-800-803-7860, ext. 2006; 888-291-1369, ext. 2006 or ITSupport@verticalscreen.com for further assistance.

Technical Support is available Monday – Friday, 3 a.m. to 10 p.m. ET.

1. DIRECT UPLOAD STUDENT – INFORMATION DOES NOT MATCH WHAT CLIENT UPLOADED:

Below is an error students will receive when the information they are entering does not match what was uploaded in our system. When this occurs, the client can update the student's information from their myCertiphi.com portal by clicking on "edit" next to the student in question. Certiphi Screening can also update the information on the clients' behalf. For security reasons, Certiphi Screening will not update a student's information on behalf of the student.

- a. If all information in the system is correct please contact the Account Manager so we can further investigate this issue.

Your access information is currently not on file with ApplicationStation.

Please click [HERE](#) to try again.

If you still receive this error, please contact
our Technical Support team directly.



1 888-291-1369 x2006

[Back to Authorization](#)

- EMAIL/USERNAME ALREADY EXISTS:** Students will be able to use the same username for each application that needs to be completed, but if they forget their login information and cannot recover it then they may need to create a second account. When students need to create a second account, or they try to create an account with a username and/or email address that has already been taken, they will receive the error message below. In order to proceed, students will need to create a new username with a different email address that has not previously been used.

Create Account

Please fill in the following fields to create an account.

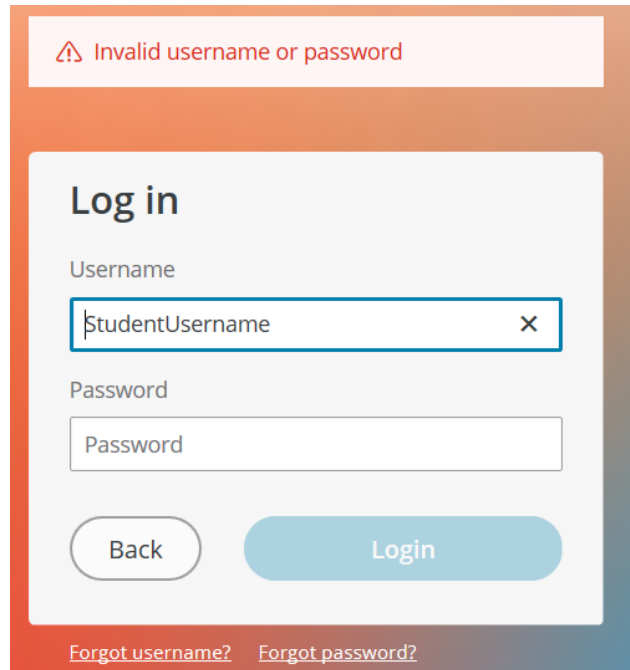
Email *

⚠ The email provided is already in use. If the email belongs to you, then please continue to the login page and login with your previous account or select "Forgot username" if you no longer remember your username.

Username *

⚠ The username provided is already in use. If the username belongs to you, then please continue to the login page and login with your previous account.

3. **LOGIN FAILED (Invalid information entered):** When students try to login to their application and use the incorrect information, they will receive the error below.



The screenshot shows a login interface with an orange border. At the top, a light orange banner contains a warning icon and the text "Invalid username or password". Below this is a white "Log in" form. The form has two input fields: "Username" containing "studentUsername" and "Password" containing "Password". There are "Back" and "Login" buttons. At the bottom of the form, there are links for "Forgot username?" and "Forgot password?".

CONSUMER CARE: RETRIEVING A COMPLETED REPORT OR FILING A DISPUTE

All students have a right to obtain a copy of the results for their completed background checks and drug screens.

Students have the ability to log back into ApplicationStation to view their results and file a dispute, if needed. However, if the students have difficulty logging back into their account for any reason, including any of the error messages listed above, they can reach out to Consumer Care to obtain a copy of their results. Additionally, a student can also utilize Consumer Care to file a dispute if they notice any incorrect information on their reports.

Certiphi Screening has four methods for obtaining a copy of a completed report or to file a dispute:

ONLINE: Contact us online by visiting <http://consumercare.certiphi.com> or logging back into ApplicationStation at <http://applicationstation.certiphi.com>.

VIA FAX: Contact us by fax at 1-888-495-8476.

VIA MAIL: Contact us by mail at:

Certiphi Screening, Inc.
Consumer Care Department
PO Box 541
Southampton, PA 18966

Students must include the following information on any fax or mail correspondence sent to Certiphi Screening:

- Full name
- Date of birth
- Full Social Security number (for identification purposes)
- Address
- Phone number
- Details of the request/dispute and (for identification purposes) any additional relevant documentation

Once Certiphi Screening receives the student's inquiry or dispute, the reinvestigation process will begin for the disputed information pursuant to the Fair Credit Reporting Act (FCRA).

If any students have questions about their report or wish to dispute the results, they can contact the Consumer Care hotline at **1-800-260-1680**.



Compliance
simplified.

IMPORTANT PHONE NUMBERS

Both clients and students may utilize the numbers below for any additional assistance. Our lines are open Monday through Friday, 3 a.m. – 10 p.m. ET.

IT Support: 1-800-803-7860 ext. 2006 or 888-291-1369 ext. 2006 – Clients or students can call for any technical issues they are experiencing with their accounts on myCertiphi.com or ApplicationStation.

Customer Service: 1-800-803-7860 – Client can call for status updates, requests or any additional information needed for a background check.

Applicant Services: 1-800-803-9582 – Students can call for any questions regarding their background checks.

Consumer Care: 1-800-260-1680 – Students can call for obtaining a copy of their completed background check or to file a dispute.

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