



UTILIZING CONSUMER CARE TO OBTAIN A COPY OF YOUR REPORT

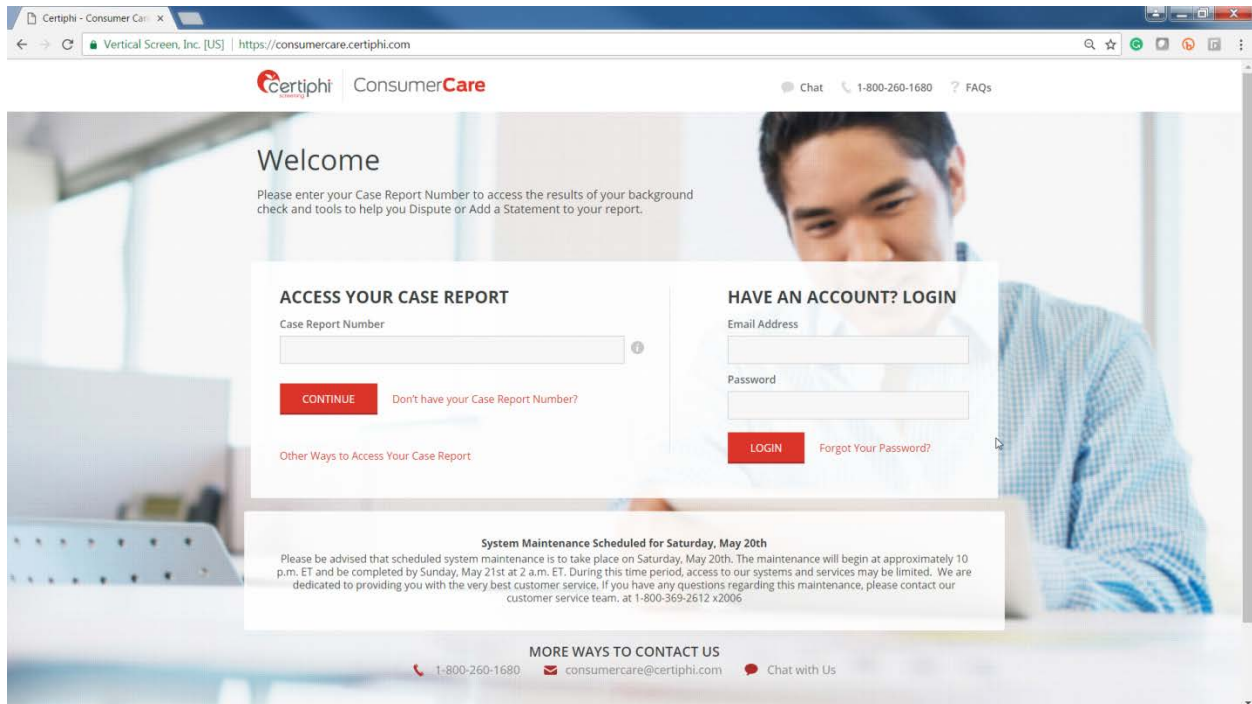
USER GUIDE

EMPOWERED BY  VERTICAL SCREEN

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This confidential information is not to be shared with any party outside of your
department/company without the written consent of Certiphi Screening, Inc.

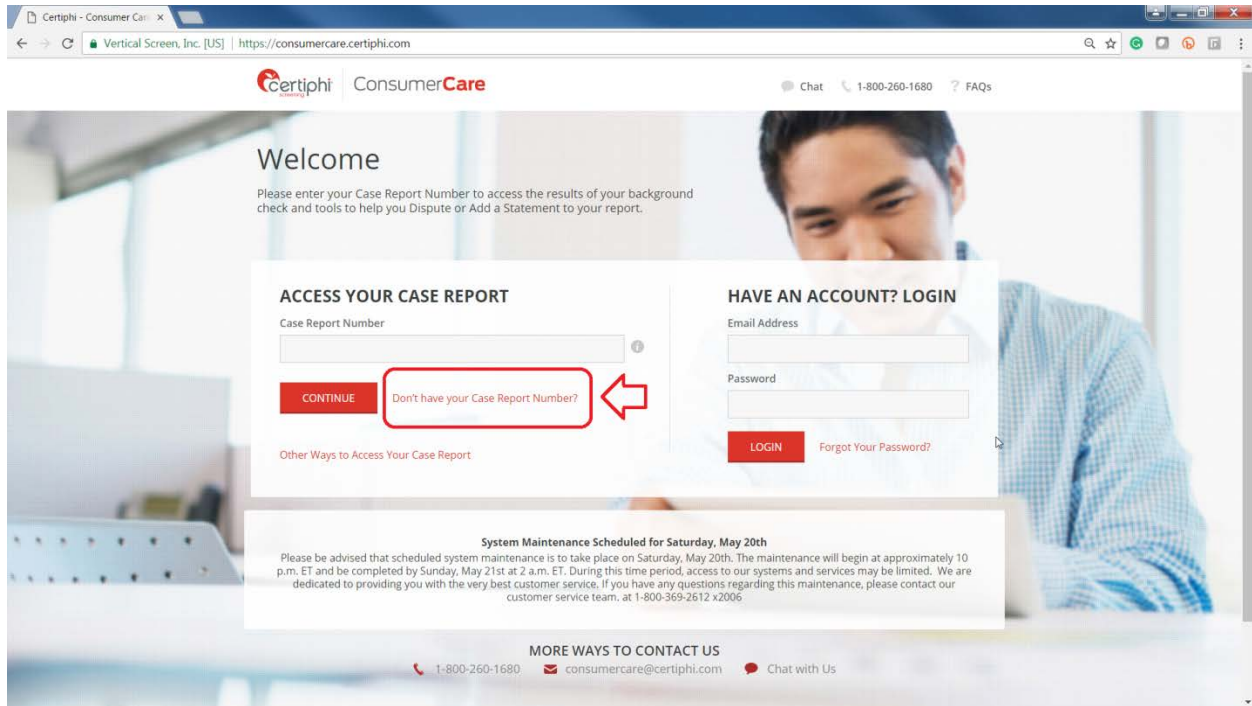
Students can go directly to the Consumer Care website to obtain a copy of their completed report. This user guide will outline the steps you will need to follow in order to obtain a copy of your report.

1. To obtain an electronic copy of your completed report and/or to submit a dispute, you will need to access the Consumer Care website via the following link:
<https://consumercare.certiphi.com/>.



Consumer Care website

2. If you do not know your case number, you will want to click on “Don’t have your Case Report Number?”



“Don’t have your Case Report Number?” link

3. After clicking on the link, you will be prompted to complete the following fields in order to verify your identity.

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IDENTITY VERIFICATION

In order to verify your identity, we need a few personal details to double-check against our records.

First Name

Last Name

Social Security Number

 ⓘ

Date of Birth

Format: MM/DD/YYYY

Current ZIP Code

WARNING - Attempting to access information of someone other than yourself is a violation of federal law, punishable by imprisonment and/or fine. Any such attempts will be prosecuted to the full extent of the law.

[VIEW YOUR CASE REPORT](#)


[Cancel](#)

**NEED HELP?
CALL CONSUMER CARE**

 1-800-260-1680

Identity verification page

- Once you fill out the form and click the “View your case report” button you will be provided with a copy of your report.

**ConsumerCare**Chat 1-800-260-1680 FAQs

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“View your case report” button