

Welcome to UTHSC. The instructions below will assist New students with setting up a Qualified First account that will allow students to start the background check, drug test (if applicable), upload CPR certificates (if applicable) and upload immunization records.

Once you enter the code within the First Time Users box and click "Get Started!", you will go through the next three steps to create your new QualifiedFirst (QF) account. Please double check all information entered as this demographic information will be used to process your background check and/or order your drug screen if related to your code.



Background Information Center

Welcome

to **QualifiedFirst®** by Verified Credentials, Inc.

Your school has partnered with Verified Credentials to help you complete your program requirements.

- 1 Enter Your Code
- 2 Create Account
- 3 Review Required Information
- 4 Enter Information
- 5 Supply Official Documentation

First Time Users:

Enter your code and register...

Code: -

Get Started!

[Can't Remember Your Code?](#)

QualifiedFirst®
by VERIFIED CREDENTIALS
[Customer Support](#)

Create a New Account

Registration is easy and only takes three steps.
To create a new account, please complete all fields below.

Already Have an Account?

Log In

1

Personal Information

Please start by entering in your name and contact information below.

First Name: ★

Middle Name:

Last Name: ★

Country: United States ★

Address Line 1: ★

City: ★

State: Please Select ★

Zip Code: ★

Primary Phone: Mobile ★

E-mail: ★

Confirm E-mail: ★

Choose a method to receive notifications regarding your account:

Notification Preference: Text Message (Recommended) Email Both [Why do you need this?](#)

2

Create Username / Password

Choose a Username and a Password and answers to two security questions which will be used for password recovery.

Username: ★

Password: ★

Confirm Password: ★

1st Secret Question: Please Select ★

Answer: ★

2nd Secret Question: Please Select ★

Answer: ★

3

Terms of Use

Please accept the QualifiedFirst® Terms of Use Agreement.

I HAVE READ AND AGREE TO THE FOREGOING TERMS OF USE

NOTICE: Canceling and declining the Terms of Use will result in denial of your access to the QualifiedFirst® Service.



Cancel

Sign In



You will need to remember your login for accessing your QF account in the future

Once you have created your account, you will be prompted for payment (credit card, debit card or PayPal) if not paid by the university. Students are required to pay for background check and drug screen codes. After payment has been processed (or recognizes use of a code that will invoice to the school), your background check will be initiated (if applicable), you will be emailed instructions on drug testing (if applicable)

If you do not see the email that contains your drug testing information, please check junk and spam folders as it may redirect depending on your spam settings. There will be an expiration date related to your drug testing window. This date will be found in the email received.

When your background check and/or drug screen completes, you will receive a notification via email or text (whichever you selected when setting up your QF profile) alerting you to log into QualifiedFirst and review the report. Once logged in, you will be asked to confirm the accuracy of the report and provide permission to send the report to UTHSC if you so choose. They will NOT receive your report without you completing these steps. Samples of each notification type are below.

Email example-

Hi (Name)

Your background report is now complete and ready for you to review!

IMPORTANT NEXT STEP:

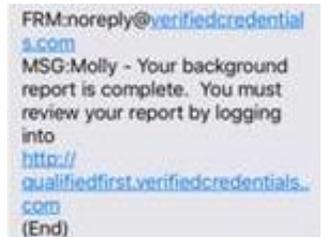
You MUST log back into your QualifiedFirst account to review your Background report.

<http://qualifiedfirst.verifiedcredentials.com>

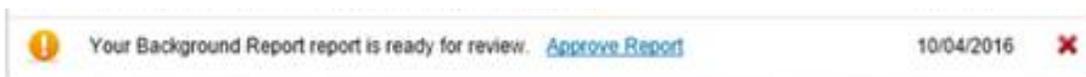
Thank you for being a QualifiedFirst customer!

QualifiedFirst Support Team

Text example-



When logged into QualifiedFirst, you will also see the following notification with link to approve the report.



The page where you must review the report for accuracy will have the below messaging and options. **IMPORTANT NEXT STEPS:**

1. Review and Confirm

(A copy of your pdf report will be available for review)

Does everything in your report look okay?

- YES, I have reviewed my background check and everything in it is accurate.
- NO

2. A Message from The University of Tennessee Health Science Center

The University of Tennessee Health Science Center would like you to send them a copy of your report. Please reply with your decision. Select from the following choices:

- YES, I want to send this report to The University of Tennessee Health Science Center now.
- NO, and I authorize QualifiedFirst to let The University of Tennessee Health Science Center know that I won't be sending a copy of my report.

3. Click the Finished or Send Report button to complete.

You will use the same Qualified First account used for your background check to upload your immunization records.

You can find the immunization requirements for all Students here: <https://uthsc.edu/admissions/immunization.php>

You can also contact the Admission Compliance counselor by emailing immune@uthsc.edu

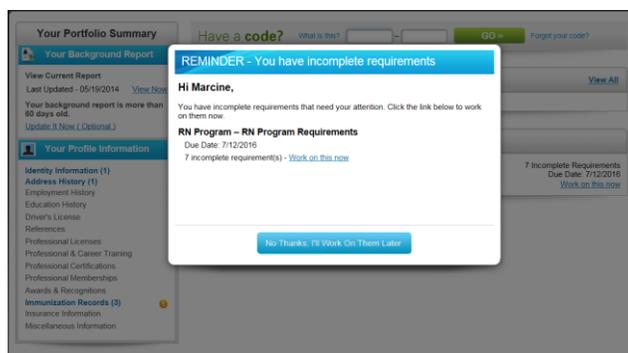
This counselor will provide assistance with any immunization records questions or concerns.

The immunization code will be provided by the College once the session is open. Input the additional code where it says “Have a code?”

If using an immunization code and prompted for payment, please do not submit payment. Instead, please contact the Verified Credentials Client Services team so they can look into the payment prompt. The university will absorb the cost of immunization tracking.

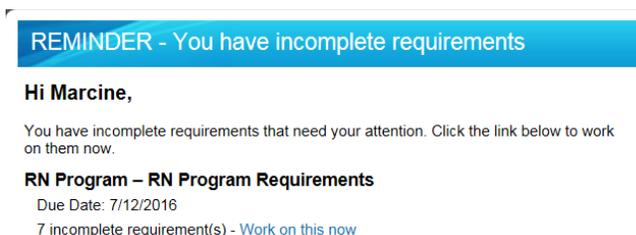
If you do not complete the immunization portion upon your initial login, you may continue at a later date once you have the supporting documentation gathered and ready to upload. If there are outstanding items you need to work on, you will receive a pop-up message upon future login.

Below is a sample of the pop-up message you will receive when there are incomplete requirements-



To work on these requirements, click the “Work on this now” link within the window. You may also find this link on the Home tab under Your Requirements.

Once you’ve clicked the “Work on this now” link, it will walk you through the outstanding requirements. The image below is an example of what to expect (not the UTHSC exact page). The QualifiedFirst system will provide you with available options based on requirement rules.



Please note that you will need to enter dates exactly as they are noted on supporting documentation or these items will be denied. Your document must also reflect a medical source name.

In the event of a denial, you will receive notification explaining what needs to be corrected. Once you have made the correction to the requirement, your document will go back into the queue for review by Verified Credentials.

Document review is not immediate and you should allow approximately 2-3 business days for an update.

Steps:

- Introduction DONE ✓
- Hepatitis B Incomplete! !
- Influenza !
- Meningococcal !
- MMR (Measles-Mumps-R... !
- Polio !
- Tdap**
- Tuberculosis !
- Varicella (Chickenpox) !

Now Provide Information About Your Immunity to Tdap

Which of the following applies to you (pick one):

- I have received the vaccination(s)
- Skip this for now - I will provide this later

STEP 1 - PROVIDE INFORMATION

Enter your Tdap vaccination information.

Dose 1 - Date Received:

STEP 2 - PROVIDE DOCUMENTATION

Provide a document that CLEARLY and ACCURATELY meets the following requirements:

Document Requirements
Document MUST Be Legible
Document MUST Relate to Requirement
Document MUST match the data entered for this requirement.
Document MUST include student's name.
Document MUST include medical source name.
Document MUST include completion date of most recent dose within the past 10 years.

! When you add a document, make sure it meets ALL of the above requirements. Failure to do so may cause delays and require you to come back again to make corrections.

[Add Document](#)

STEP 3 - CONSENT TO SHARE

I have carefully reviewed the information and documentation I have entered and/or uploaded and I certify that it is accurate and meets the requirements listed above. Furthermore, I understand and agree that I am providing this information at my own discretion and agree to send it to VCI University for its review and approval.

[<Back](#) [Save & Finish Later](#)

[Next Step](#)

If you have questions or experience difficulty, please contact the Verified Credentials Client Services team at clientservices@verifiedcredentials.com or 1.800.938.6090.

Helpful Hints for Successful Completion of Requirements

- Be sure to double check all information entered into QualifiedFirst. Demographic information is used for processing of background reports and ordering drug screens. It's also used as an identifier when contacting Client Services to discuss your account. Your Student ID will be one of the identifiers used to determine whether you should be prompted for payment when using an immunization code. Your student ID is the 885#.
- If you have uploaded documentation and waiting on document review, be patient. Do not resubmit the information. If you do, it will go back to the bottom of the queue. On average, document review takes 2-3 business days. During peak season (August – September) it may take longer depending on the number of items in the queue. Verified Credentials will not be able to rush document review. Please submit documentation early to meet expected deadlines.
- Immunization dates entered must match the supporting documentation uploaded for review. The documentation provided must include your name, support all dates and include a medical source name to be approved. After providing the date(s) and documentation, you must also click the box within Step 3 (Consent to Share) and then click the Next Step button in the lower right corner. If you do not click the box within Step 3 and/or do not click the Next Step button, your documentation will not be sent for review.
- The name on immunization documents must match the name on your QualifiedFirst account. If the name on immunization documents is no longer your legal/primary name (such as a maiden name) please make sure it is reflected as an alias/additional name on your QualifiedFirst account to avoid denials. If you previously used a background check code, you would have been asked for aliases/additional names at that time. However, if the additional requirement/immunization code is the first code you are using, you will only be asked for your primary/legal name. To add an alias/additional name, go to the My Profile tab within your QualifiedFirst account. Click the + sign to the right of Identity Information and then select the green Add Additional Name button.
- **Polio-** You may receive partial approval once you upload dates/documentation for three doses. However, you will only receive full approval when you have uploaded dates/documentation for the entire dose series which is 4 doses. Resubmitting your partial dose series information to Verified Credentials multiple times will still result in partial approval and will not achieve full approval until all dose information is provided. *Please note that until you complete the entire dose series and receive full approval, the requirement will still be reflected as incomplete within QF even if you've received partial approval for a portion of the series.
- Some programs allow students to submit a waiver for flu. If this is an option for your program, you will have the waiver as an option for completing the requirement within QualifiedFirst. The hosted waiver form can be found in QualifiedFirst while within the flu requirement. There will be a blue box listing instructions and a link to the form.
- Keep an eye out for the email that will contain your drug testing information if part of your code. Your drug screen email will be received from clientservices@verifiedcredentials.com. If you do not see the email within an hour of using/paying for the code, please check junk and spam folders. If you still do not see it, you can also access the information from the Home tab in QF. There will be an expiration date tied to the testing window.
- If you are updating expiring requirements, log into QualifiedFirst and click on the My Profile tab. From there you can click on Immunization Records. Click the Edit button next to the item. It will ask if it's for UTHSC or personal use. Please select that it's for UTHSC so it takes you to the correct place. If you select that it's for personal use, it will not feed over for review or be visible to the school.
- CPR- Some programs will require you to provide CPR information. It must be the American Heart Association BLS for Providers.