

New students should use the link and code found on the letter provided. If after reviewing these instructions you continue to have questions or experience difficulty, please contact the Verified Credentials Client Services team at clientservices@verifiedcredentials.com or 1.800.938.6090. **If you already have a QualifiedFirst (QF) account and need to use an additional code, log into your QF account and enter the code where it says "Have a code" and click Go. If you forgot your password, click *Forgot Password?* at the login page and follow the instructions. Contact Client Services if you need further assistance.



Background Information Center

Welcome

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

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

Get Started Here!

First Time Users:
Enter your code and register...
Code: -
Get Started!
[Can't Remember Your Code?](#)

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

New students- 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 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.

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: ★

Address Line 1: ★

City: ★

State: ★

Zip Code: ★

Primary Phone: ★

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: ★

Answer: ★

2nd Secret Question: ★

Answer: ★

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

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.

★ - Required fields

Your privacy and security are of utmost importance to us. We don't pass this information on to third parties. See our [Privacy Policy](#) for complete information.

Cancel

Sign In

Once you have created your account, you will be prompted for payment (Credit card, debit card or PayPal). Next, your background check will be initiated (if applicable) and you will be emailed instructions on drug testing (if applicable). If you do not see the drug screen email within 10-15 minutes of using and paying for the code, please check junk and spam folders as it may have redirected. The testing information can also be found on the Home tab of your QualifiedFirst account.

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 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 Arkansas State University. 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:

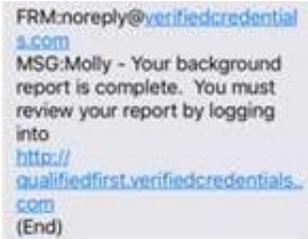
You MUST log back into your QualifiedFirst account to review your Background report.

<http://qualifiedfirst.verifiedcredentials.com>

Thank you for being a QualifiedFirst customer!

QualifiedFirst Support Team

Text example-



FRM:noreply@verifiedcredentials.com
MSG:Molly - Your background report is complete. You must review your report by logging into <http://qualifiedfirst.verifiedcredentials.com>
(End)

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 Arkansas State University

Arkansas State University 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 Arkansas State University now.
- NO, and I authorize QualifiedFirst to let Arkansas State University know that I won't be sending a copy of my report.

Click the Finished or Send Report button to complete.

Helpful Hints for Successful Completion of Requirements

- Keep an eye out for the email that will contain your drug testing information. Your drug screen email will be received from clientservices@verifiedcredentials.com. If you do not see the email within 10-15 minutes of using the code, please check junk and spam folders. If you still do not see it, you can also find it on the Home tab of your QF account. You MUST provide your specimen by the date listed within the email.
- If the identified Quest testing site is not the most convenient for you, you may use the link within the drug testing email to search for an alternate collection location. Find this line within the email to complete- "If you wish to search for additional collection locations, you may do so by [clicking here.](#)" You must use the link for an alternate approved testing facility.