Frequently Asked Questions (FAQs)  
Regarding Background Checks and Immunization/Health Records

SETTING UP THE ACCOUNT  
I am having trouble with the website with trying to set up my profile and ordering the background check. It stated that we are to use our student ID numbers for the PIN number, but it states that my PIN can't be found.

Make sure you are entering your information correctly on the Certified Profile website:

https://www.certifiedprofile.com/

You will enter your package code (i.e., MD62 for BSN Nursing, MD73 for Phlebotomy, etc.) into the box at the top right hand side of the page where it says “Place Order”, then click on “GO” to begin creating your account. The prompts on the website will lead you through the process to create your account.

If you are still getting an error message, please email me at janice.bernard@mercycollege.edu and give me your full (proper) name, your program of study number/name (i.e., MD63/Radiologic Technology), and the Student ID/PIN number you are trying to use. I will verify that the information is set up correctly and respond to your inquiry. Also, newly accepted students may not have received your Student ID/PIN (generally received at orientation when you register or through financial aid).

If you receive a message saying your PIN has already been used, please send me an email at janice.bernard@mercycollege.edu and let me know so I can investigate the issue.

FINGERPRINTS
I can have the fingerprinting done cheaper elsewhere. Why must I go through Fast Fingerprints?
Fast Fingerprints is the company who is partnered with Certified Profile/Certified Background. You have already paid student fees which cover the cost of your background check and the Medical Document Manager at certifiedprofile.com. You are not assessed any additional fees – the College is billed directly and the results are sent directly to Certified Profile. If you still choose to have your fingerprints done elsewhere, you are responsible for the fees incurred. I can only receive fingerprint results which are sent directly to me from the original company (I cannot accept copies sent to me by the student), and so long as they are acceptable, I can forward them to Certified Profile.

What is my “Customer Agency Code” (CAC) on the fingerprint form?
The CAC code is the same thing as your “package code” for your program (i.e., MD62 for the BSN Program.
FINGERPRINTS, cont’d

I had my fingerprints done at a different company but the Certified Profile website won’t let me upload the records because I didn't set up the fingerprints appointment through the certifiedprofile.com website. The Certified Profile representative said that they are unable to upload the results, so I was wondering if you are able to upload them for me.

I am only able to accept the fingerprint results if they are sent to me directly from the original company. After I receive the results, I can forward them to our contact person at Certified Profile to have the results uploaded. You will still need to complete steps 1-3 under the fingerprint section (downloading the form and entering the dates) before the requirement will be marked complete.

I live in another state; can I have my fingerprinting done there?
No – at this time, fingerprinting for the background check must be done in Ohio. The instructions at certifiedprofile.com will allow you to search for the most convenient location after you set up your online profile.

I am a transfer student and just had a background check done earlier this year for my previous school. Do I still have to complete a new background check?
Different schools have different requirements, so even if your previous background check/health records were done with the same company, it does not mean that you automatically meet our clinical sites' requirements. You will still need to create your profile at certifiedprofile.com and upload the documentation to meet our requirements.

I was enrolled in/graduated from one of the other Mercy College programs. Do I still have to complete a new background check?
Yes, program administrators must monitor the student records for each program, and can only access records for the program to which he/she has access. Also, background check results are only valid for one year.

IMMUNIZATIONS & HEALTH RECORDS
I am immune from Varicella (Chickenpox) since I had it as a child, so my nurse wrote “IMMUNE” on my shot record, but it was rejected.
Documentation of having had chickenpox does not necessarily mean that you have immunity. You must have blood drawn to check for a positive IgG antibody titer and submit the lab report. If your titer result was equivocal (immunity cannot be determined) or non-immune, then proof of two vaccines (28 days apart) will be documented. No additional titer will be required.

I have had my first Hepatitis shot in the 3-shot series, but it won’t be complete before my clinical starts. Will I lose my clinical seat?
As long as you have documentation that the Hepatitis series has been started, you will be considered to be current in the requirement. You will be sent automatic reminders to your account through Certified Profile when it is time for your second and third shots in the series (reminders are generally sent a month in advance). As you complete each of the remaining vaccinations, you will be required to upload the associated documentation in order for the requirements to show “complete.” Your account will be monitored to make sure that the 2nd and 3rd vaccinations are completed. If you fail to complete, you can be removed from clinical.

I do not have a local physician. Where can I go to have my vaccinations/titers/physical done?
If you do not have a local (Toledo) family physician, you may contact one of the following for more information about receiving your physical, titers and/or vaccinations:

Mercy Family Physicians - (419-251-1400)
[located at 2200 Jefferson Avenue, the same building in which Mercy College is located] – identify yourself as a Mercy College student, and make sure you schedule directly through the clinic, not pre-registration

Occupational Health at Mercy St. Vincent Medical Center - (419) 251-4858

Toledo-Lucas County Health Department - (419) 213-4100
IMMUNIZATIONS & HEALTH RECORDS, cont’d

I uploaded my BLS/CPR card, but it was rejected. Why?
You will receive specific feedback from the reviewers at Certified Profile as to the reason for the rejection.
We ONLY accept BLS/CPR Healthcare Provider certification through the American Heart Association.
You MUST sign the card,
You must copy BOTH front and back of the card in order for it to be verified.

You can check the Short Term Education Program portion of the Mercy College website to find out more information about the BLS classes that are offered here (Toledo campus):

I heard there is a waiver I can sign if I refuse to get a particular vaccination due to the cost or for other reasons.
It is the Clinical agencies - not the College - who set forth the immunization requirements. If you do not meet all of the clinical requirements, you run the risk of not being placed for your clinical assignment, which will put your college course/degree in jeopardy. If you need a source for low-cost immunizations, try contacting your local health department. For Toledo students, you can link to the Toledo-Lucas County Health Department here:

I don’t want to have a flu vaccination.
Proof of current season influenza vaccination is a requirement for our clinical students, and you will not be placed in a clinical seat if you are not in compliance with your health requirements. The “current season” is considered September through March. We try to make it as easy as possible by offering free flu vaccination clinics multiple times during the fall semester (watch your Inside Mercy College weekly email and the college website for the announcement of dates/times during the fall semester once the flu vaccinations become available. The deadline is set for October 31st each year. Students who begin programs after October will need to comply by their program health records deadline. Students who begin programs after the flu season ends in March and before the next flu season begins will just need to meet the next season deadline.

If you are a Toledo student and miss the on-campus flu vaccination clinics, as long as flu vaccinations are still available you can contact Occupational Health at Mercy St. Vincent Medical Center to receive a flu vaccination. You will have to identify yourself as a Mercy College student and show your Student ID card.

Occupational Health at Mercy St. Vincent Medical Center - (419) 251-4858

There is an exemption form (for medical or religious reasons only) for the influenza vaccination requirement, but specific documentation must be provided and approval is not automatic. You must contact Janice Bernard for the form. For more information, see the Influenza Vaccination info under the FAQs section at http://www.mercycollege.edu/my-mercy/background-checks-health-records.

I don’t have access to a scanner. How can I upload my documents?
If you do not have access to a scanner at home or at work, you can try your local library (the main library in downtown Toledo has the capability of scanning) or a Kinko’s or FedEx office. Alternatively, if it is easier for you, you can fax the documents directly to Certified Profile. You will need to sign on to your profile to print off a cover sheet for EACH requirement (it will have a barcode that will associate the requirement with your account) and follow the instructions given.

Certified Profile requires the results of all my vaccinations but they are all listed on the second page of my health records form.
Even though all of your results are shown on one or two pages, you will need to combine them into one PDF file (or fax all pages) for EACH of the requirements for which you are providing documentation. Also, in addition to dates of vaccination, some of the requirements must also include a lab report showing a positive titer (i.e., the Rubella portion of the MMR).
I am currently in the process of completing my two-step PPD test. Does the second one need to be given 7 days from when the first one was given or 7 days from when the first one was read?
The 2-step test should be given 1-3 weeks apart.

I know I was given the MMR vaccinations by my pediatrician. Who would I contact to get that information?
If you can no longer reach your pediatrician to obtain the dates of the MMR vaccines, you can always have titer drawn to show immunity. If the results are equivocal or show you are not immune, you will need to have the vaccination(s) again. If your Measles or Mumps titers were not immune/equivocal, you must have TWO MMR vaccinations at least four weeks apart. If your Rubella titer was not immune/equivocal, you must have ONE MMR vaccination.

My Varicella results were rejected. Why?
You must provide a lab report showing a positive igG antibody titer. If your Varicella titer results were not immune/equivocal, then you must document two Varicella vaccinations given 28 days apart. No additional titer is required.

The result for my titer came back as equivocal. Is equivocal an acceptable answer to have on my medical information?
If the results for any of your titers show “equivocal,” it means that immunity cannot be verified and you will need to have additional vaccinations as necessary (requirements vary by component – please check the information given by Certified Profile or contact me for more information at janice.bernard@mercycollege.edu).

I’m having trouble uploading my records.
We recommend students upload documents in a PDF format, but JPG, Doc, Docx, etc. work as well. Documents saved in a TIF format will not upload at all. Also you can only upload one document at a time to one requirement. So if you have a multiple page document, it will need to be saved as one document before you can upload it to the website. You can Google “combining multiple documents” or “converting to a PDF” for additional resources. Alternatively, if it is easier for you, you can fax the documents directly to Certified Profile. You will need to sign on to your profile to print off a cover sheet for EACH requirement (it will have a barcode that will associate the requirement with your account) and follow the instructions given. NOTE: if your documentation is rejected, you will need to print off a NEW cover sheet to submit the new documentation. The barcodes on the cover sheets are one-time use only.

RETURNING STUDENTS, STUDENTS CHANGING PROGRAMS, or STUDENTS WITH AN ADDENDUM PACKAGE CODE
Students who return to a program after a semester or more absence or students changing programs of study may be notified that they will need to:
1. Provide an UPDATED physical form completed within the last six months.
2. Request a NEW fingerprint/background check.
3. Ensure that all other requirements are up-to-date.

Addendum Package Codes:
Additional package codes may need to be added to your account (based on clinical requirements, you may have to complete additional or updated background checks and/or drug screens)
You will receive an email with additional information from me (after your PIN has been set up for you to use) letting you know what you need to do to proceed.

When additional packages are added to your account, you must use the same email address you used in your original account so that your accounts will link together.
RETURNING STUDENTS, STUDENTS CHANGING PROGRAMS, or STUDENTS WITH AN ADDENDUM PACKAGE CODE, cont’d

Students who change programs (ASN to BSN, for instance) will need to create a new account even if their previous account was complete. Each program has different administrators who need to have access to the student accounts. Once you create your new account, you may be able to download some information from your original account (for instance, CPR certification, Tetanus documentation, etc.) if the information is still current and valid, and then upload the information to the appropriate requirement in your new account. Some items such as background checks, physical, health survey, etc. will need to be redone since they must be completed anew.

FORGOTTEN USER NAME/PASSWORD

It happens! The user name will be the email address you used to set up your account. If you have forgotten, contact me at janice.bernard@mercycollege.edu and I can look up your account from my portal.

If you have forgotten your password, there is a “Forgot Password?” reset option on the Certified Profile sign-in page:

If you encounter other problems or have any questions, there is help available!

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| Certified Profile Student Support Hours of Operation  
Monday – Friday: 8am – 8pm EST  
Sunday: 10am – 6:30 pm EST  
(888) 914-7279  
cpservicedesk@certifiedprofile.com |
| You may also contact me: janice.bernard@mercycollege.edu  
(419) 251-1722  
WHEN LEAVING A MESSAGE or SENDING AN EMAIL, please include:  
1) your full (proper) name - if you are leaving a phone message, please SPELL your last name;  
2) your EMPOWER number, if you know it;  
3) the name and number of your program of study (i.e.: MD72/Pharmacy Technology); AND  
4) your specific questions |
| If you have specific questions about meeting the clinical requirements for your program, you may also contact your Program Chair or Program Developer for assistance. |