

Online Application

Part 1 – Accessing the System



This instruction guide is for currently certified firms seeking renewal and firms applying for the first time. Part 1 provides instructions for accessing the system and navigating to the start of the certification form.

The information presented is drawn from example scenarios and may not exactly match your situation. Refer to your specific online application for instructions. If you require assistance with completing the applications or have questions about your eligibility, contact the organization.

Getting Started

As part of the application process, you will be required to answer questions and provide documentation that is considered private and confidential. For this reason, you must use a user account to log into the system. Access to your application is strictly limited to the person that creates the application (you), any other specific company staff you authorize (always create new accounts for other employees, do not share accounts), and certification/support staff that you specifically authorize.

The application system is secure. All communications between you and the system are encrypted, your company information is stored on computer servers in a secure facility, and confidential data is encrypted at all times.

Access the online certification application system

Navigate via the organization’s website to the start of the online application process and select one of the three options.

To continue, please select an option below:

<p>Option 1</p> <p>Recertification</p> <p>Your firm is currently certified and you know your username and password to access this system.</p> <p>» Login</p>	<p>Option 2</p> <p>Recertification</p> <p>Your firm is currently certified and you do not know your username and password to access this system.</p> <p>» Lookup Account</p>	<p>Option 3</p> <p>New Certification</p> <p>Your firm is not currently certified.</p> <p>Create Account</p>
--	---	---

After logging in to your account, click the **Apply for Certification** link on the right side of the page or select **View > My Certifications** from the left menu. If you have questions about this process or need more information, please contact [Customer Service](#).

1. If you have accessed this system before for certification or other related function (contract/concession compliance, vendor registration) and know your username and password, select **Option 1** and login. Continue to “Accessing the Application”.
2. If you have never accessed this system before but are currently certified by this agency, an account has already been created for your firm. Select **Option 2**.
3. If you are not currently certified with this agency, select **Option 3**. You will be able to create a new account for your firm. During the process, if a match is found with an existing record, you will be alerted. Once the new account is created, you will be automatically redirected to the start of the certification application.

NOTE: Some organizations require that all firms seeking business with them must submit a separate vendor registration through this same system. These registrations are unrelated to applications for certification, but must be completed prior to starting the online application. In these cases, you will be automatically redirected to the vendor registration form upon login. Complete the form and then follow the link at the end to the certification process.

Account Lookup

On the Account Lookup page (Option 2), enter information about your firm into one or more fields and click **Search**. Click **Username/Password Reminder** in the Search Results for an immediate username/password notice.

Search Results	
Business	Contact Person
Bilingual Yellow Pages	[Request New User]
» Contact Person	[Username/Password Reminder]
E: test@ test3.com	[Change Info]
P: 555-555-5555 F: 555-555-5555	
A: 3200 E. Airfield Drive, DFW Airport, TX	
Corporate Communications Center, Inc.	[Request New User]
» Contact Person	[Username/Password Reminder]
E: test@ test25.com	[Change Info]
P: 555-555-5555 F: 555-555-5555	
A: 3200 E. Airfield Drive, DFW Airport, TX	

Search Tips

On the Account Lookup page, enter information about your firm into one or more fields and click **Search**. Click **Send Reminder** in the Search Results for a username/password notice.

- **Start with one parameter.** Usually you can find the record you are looking for by using one or two parameters. The more specific your search terms, the less likely you are to find the record because of spelling, order, or other variations in your search.
- **Keep search parameters short.** Use “ACME” instead of “ACME Construction, Inc.” You can even use partial words, such as “enviro” instead of “environmental consultant.”
- **All searches are wildcard.** “ACM” and “CME” will return ACME.
- **The system ignores punctuation.** C. C. is the same as C C; C & C is treated the same as C and C.
- **Searches are not case sensitive.** ACME is treated the same as acme.
- When searching by first name, be aware that users may be listed by alternate names. For example: James, Jim, Jimmy, or J.

Common Issues Encountered

I can't find my company.

All companies currently certified with the organization are in the system. Try different search criteria.

I didn't receive the username/password email.

Check your spam folder in case the system message has been blocked. Look for emails from the organization.

My contact information listed in incorrect.

Click **Change Info** to the right of your name and submit the form on the next page. Customer Support will update your account so that you can access the system.

My company is listed, but I am not personally listed.

Another representative of your company is currently authorized to access the system. Account sharing is not permitted under any circumstance. To add an account for your use, ask a current authorized user to add an account for you, or click the **Request New User** link to the right of your company's name and submit the form on the next page.

The person listed for my company is no longer with the business.

Click **Request New User** and submit the form on the next page to request a new user account. Once you login, any old user accounts can be deactivated.

Accessing the Application

If you started with Options 1 or 3 on the start page, you will be automatically directed to the list of available certification applications. Otherwise, click **Apply for Certification** after you login on the right side of the Dashboard.

Further instructions are provided in Part 2 of this guide, available for viewing and download after logging in to the system.