Accrecy

Help Center

How to Upload and Update Credentials in Accrecy

Learn how to add, upload, and maintain your professional credentials in Accrecy so providers can review accurate and current qualification information.

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Why Your Credentials Matter

Your credentials are an important part of your Accrecy Profile.

Providers may use them to determine whether you meet requirements for a job, employment assignment, or service.

Depending on your position, credentials may include items such as:

- CPR Certification
- First Aid Certification
- Driver’s License or State ID
- DSP Initial Training
- DSP Annual Training Certificate
- TB Test
- High School Diploma or GED
- Professional licenses

- Other required certificates or documents

Keeping your credentials current helps Accrecy and providers understand which requirements you have already completed and which may still be missing.

> Missing, expired, or outdated credentials may affect job eligibility, onboarding, or your ability to perform certain assigned services.

Step 1: Open My Credentials

From your Accrecy dashboard, locate **My Credentials** under the **My Accrecy** section.

Select **Open Credentials**.

This opens your credential workspace.

Step 2: Review Your Credential Status

At the top of the credential page, Accrecy may show a summary of your current credential status.

This can include:

- Required
- Completed
- Missing
- Expiring Soon
- Expired

Use this summary to quickly see what needs your attention.

Step 3: Review Required Credentials

Scroll to the **Required Credentials** section.

These requirements are based on the positions selected in your Accrecy Profile.

Each credential will show its current status.

For example:

- Missing
- Complete
- Expiring Soon
- Expired

If a credential is missing, select **Add Credential**.

Step 4: Enter the Credential Information

After selecting **Add Credential**, Accrecy opens the credential form for that requirement.

Enter the requested information.

Depending on the credential, this may include:

- Issued Date
- Expiration Date
- Credential File

Only enter dates that apply to the actual document.

If the credential does not expire and the form allows that, follow the options provided in Accrecy.

Step 5: Upload the Credential File

Select **Choose File** and choose the correct credential document from your device.

Make sure the document is:

- The correct credential

- Clear and readable
- Complete
- Current
- Associated with you
- Not cropped in a way that removes important information

Accrecy currently displays the maximum permitted file size on the upload form.

After selecting the correct file, select **Upload Credential**.

Step 6: Repeat for Other Missing Credentials

Return to the Required Credentials list and review any remaining missing items.

Select **Add Credential** for each credential you are able to provide.

You do not need to upload the same document repeatedly unless Accrecy specifically requires a separate credential record.

Updating an Existing Credential

Credentials should also be updated when they are renewed, replaced, or changed.

For example, update your credential when:

- A certification is renewed
- A new expiration date is issued
- A license is replaced
- A more current training certificate becomes available
- An existing document is incorrect
- An uploaded file is no longer current

Always keep the most accurate and current credential information in your profile.

Expiring and Expired Credentials

Accrecy may identify credentials that are **Expiring Soon** or **Expired**.

Do not wait until a credential has been expired for an extended period before updating it.

If you receive a renewed document, update the credential as soon as possible.

An expired credential may no longer satisfy a provider’s employment or compliance requirement.

Credentials and Job Applications

Credentials can directly affect your job application eligibility.

When you apply for a position, Accrecy may compare the credentials in your profile with the credentials required by that provider.

If a required credential is missing, the application may show that requirement as missing.

Keeping your credential profile complete before applying can make the application process smoother and helps providers review your qualifications faster.

Accuracy Is Important

Only upload credentials that are valid and belong to you.

Do not upload:

- Another person’s documents
- Altered documents
- Incorrect certificates
- Expired documents as though they are current
- Documents that do not match the requested credential

The information in your Accrecy Profile should accurately represent your qualifications.

Keep Your Credentials Current

Your credential profile should be treated as an ongoing professional record.

Review it regularly and update documents whenever something changes.

This is especially important when you:

- Renew a certification
- Complete new training
- Receive a new professional license
- Change your driver’s license
- Complete a new TB test
- Apply for a new position

Need More Help?

If you need help uploading or updating a credential, visit **Contact Us** to view Accrecy support information or send a message to the team.
