



IntealthTM

Advancing the Global Health Workforce

MyIntealthTM Entity User Guide: Credential Verification

Table of Contents

- 1 Credential Verification..... 3**
 - 1.1 Complete a Credential Verification Request..... 3**
 - 1.2 Upload and Certify the Authenticity of a Requested Credential.....12**

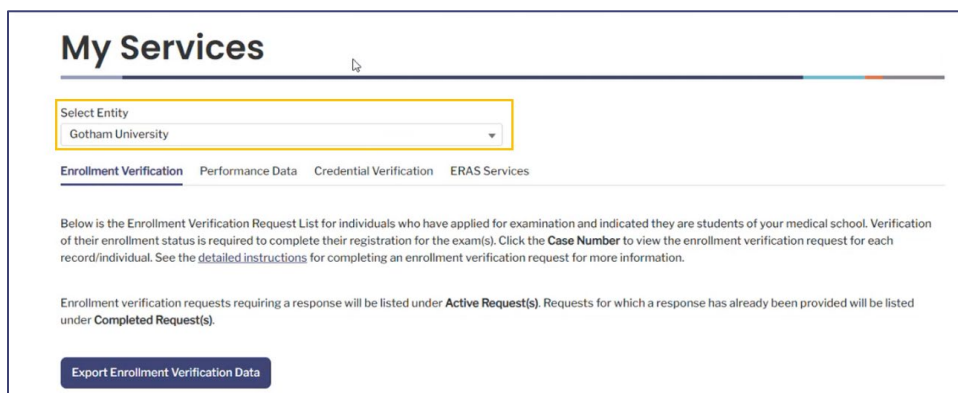
1 Credential Verification

1.1 Complete a Credential Verification Request

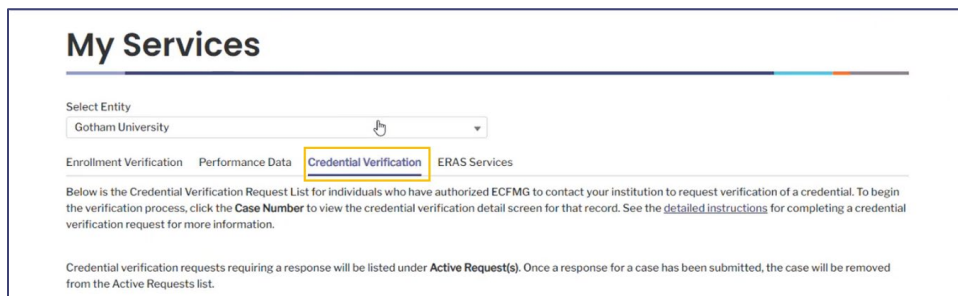
Step 1. From the **MyIntealth Entity Portal**, in the top banner, click **My Services**.



Step 2. The **My Services** page opens. If your account is affiliated with more than one school, utilize the **Select Entity** drop-down menu to review results from the appropriate entity.



Step 3. Click the **Credential Verification** tab.



Step 4. Scroll to see all active Credential Verification cases.

Active Requests(10)							
Case Number	Rest Of Name	Last Name	MyIntealth ID	Unique Medical School ID	Date of Birth	Status	Record Available Date
C-70854					18/Jun/1973	In Process	25/Sep/2023
C-71166					04/Jul/1976	New	29/Sep/2023
C-71170					04/Jul/1976	New	29/Sep/2023
C-71438					01/Jan/1987	In Process	02/Oct/2023
C-71484					01/Jan/1987	New	02/Oct/2023
C-71473					01/Jan/1987	New	02/Oct/2023
C-67727					02/May/1995	New	04/Oct/2023
C-72352					04/Aug/1970	In Process	11/Oct/2023
C-58927					16/Nov/2000	New	18/Oct/2023

Step 5. Click the **Case Number** for the case you want to work on.

Case Number	Rest Of Name	Last Name	MyIntealth ID	Unique Medical School ID	Date of Birth	Status	Record Available Date
C-70854					18/Jun/1973	In Process	25/Sep/2023
C-71166					04/Jul/1976	New	29/Sep/2023
C-71170					04/Jul/1976	New	29/Sep/2023
C-71438					01/Jan/1987	In Process	02/Oct/2023
C-71484					01/Jan/1987	New	02/Oct/2023
C-71473					01/Jan/1987	New	02/Oct/2023
C-67727					02/May/1995	New	04/Oct/2023
C-72352					04/Aug/1970	In Process	11/Oct/2023
C-58927					16/Nov/2000	New	18/Oct/2023
C-58928					16/Nov/2000	New	18/Oct/2023

Step 6. The **Applicant Biographic Information** appears. Click the thumbnail of the attached **Identification Form** to view a larger version of the document. Review the **Applicant Biographic Information** and click **Next**.

Applicant Biographic Information

Name of Record

Date of Birth


Name on Document

MyIntealth ID

Unique Medical School ID

Case Number

Identification Form and Release of Authorization



[Return to Credential Verification List](#) [Next](#)

Step 7. The **Verify Credential** page appears. Click the thumbnail of the attached document to view a larger version of the document.


If the document is authentic and correct, select **I certify this document is authentic and correct**. Then, scroll down to the document image, select the rubber stamp tool, and click on your institution's stamp/seal. Using the mouse, move the stamp/seal to a blank area of the document. Be careful not to cover any information on the document with the stamp/seal. After you have positioned the stamp/seal in the desired location, click save.

If you cannot certify the document as authentic and correct, select **I cannot certify this document is authentic and correct**. You will then be presented with a list of reasons why you cannot certify the document. Select the appropriate reason. If the reason you cannot certify the document is not listed, select **Other** from the list, and provide a brief explanation of the reason in the space provided.

Please note: If the name or date of birth provided for the applicant does not match your records, please indicate that you cannot certify the document, select **Other** as the reason, and provide additional information in the space provided. ECFMG will contact the applicant to resolve these discrepancies.

Once you have taken an action (either certified or not certified the credential), click **Next**.

Final Medical Diploma




Certify Document:

I certify this document is authentic and correct.
 I cannot certify this document is authentic and correct.

[Return to Credential Verification List](#) [Back](#) [Next](#)

Step 8. Within the **Certify Document** section, select the appropriate option to continue.

Final Medical Diploma

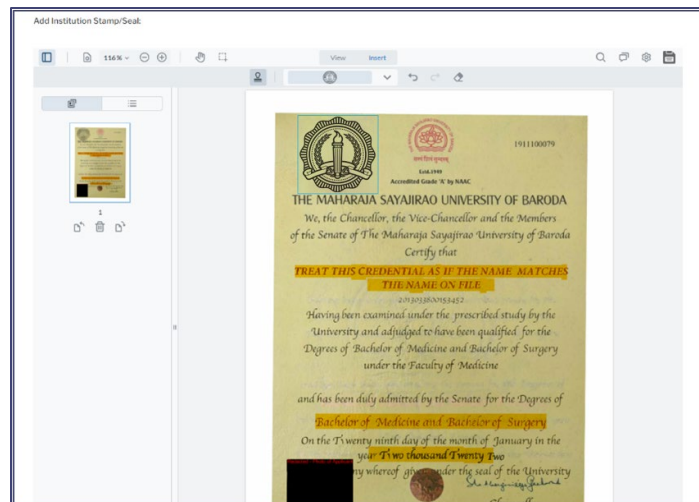


Certify Document:

I certify this document is authentic and correct.
 I cannot certify this document is authentic and correct.

I hereby certify that this Final Medical Diploma is authentic and correct, and that I am authorized to certify this on behalf of my institution.

- a. If the document is authentic and correct, click the **I certify this document is authentic and correct** option. A PDF version of the document appears in the **Add Institution Stamp/Seal** section. Continue with the next step.



- b. If you cannot certify that the document is authentic and correct, click the **I cannot certify this document is authentic and correct** option and follow the instructions below:

- (1) Select your reason for not certifying from the drop-down menu.

Select a reason for not certifying:

[Return to Credential Verification List](#)

rights reserved.

-Select-

- Credential is not authentic
- Credential includes an administrative error(s)
- An updated credential is available
- Credential is not issued by this institution
- Submitted credential is not the correct credential type
- Applicant action is required
- Other

(2) Click **Next**.

Certify Document:

I certify this document is authentic and correct.

I cannot certify this document is authentic and correct.

I cannot certify that the Final Medical Diploma is authentic and correct because:

Select a reason for not certifying: Other

Please provide a brief explanation:

[Return to Credential Verification List](#) [Back](#) [Next](#)

(3) The completed **Verification Form** appears. Click **Next**.

Applicant Biographic Information

Name of Record

Date of Birth

Name on Document

MyIntealth ID

Unique Medical School ID

Case Number C-18701

Verification Form

Please review the credential verification form for this document, which displays your certification, name, signature, date, and institution's stamp/seal, to ensure it is accurate.

Verification Form

[Return to Credential Verification List](#) [Back](#) [Next](#)

(4) Click **Submit to ECFMG**. This process is now complete, and your response is returned to Intealth.

Credential Verification Request Summary

Below is a summary of the information you provided as part of this request. Please review the summary carefully to ensure that all the information you provided is accurate. If necessary, you can change your responses by clicking the button in each section.

> Applicant Biographic Information

> Verification Form

▼ Verify Credential

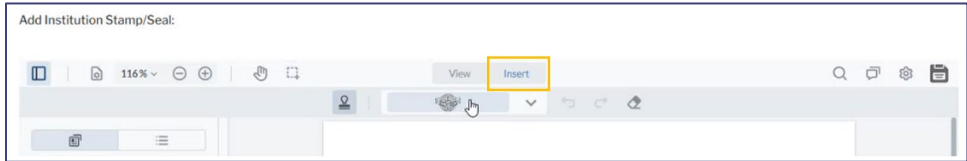
[Go to Verify Credential](#)

Certify Document	I cannot certify this document is authentic and correct.
Select a reason for not certifying	Credential is not authentic

To save a copy of the credential verification for your records, right click on the image thumbnail(s) in the summary above. This is your only opportunity to save/print this credential verification. Once you click **Submit to ECFMG**, you will not be able to return to the verification. To complete the verification, click **Submit to ECFMG**.

[Return to Credential Verification List](#)
[Back](#)
[Submit to ECFMG](#)

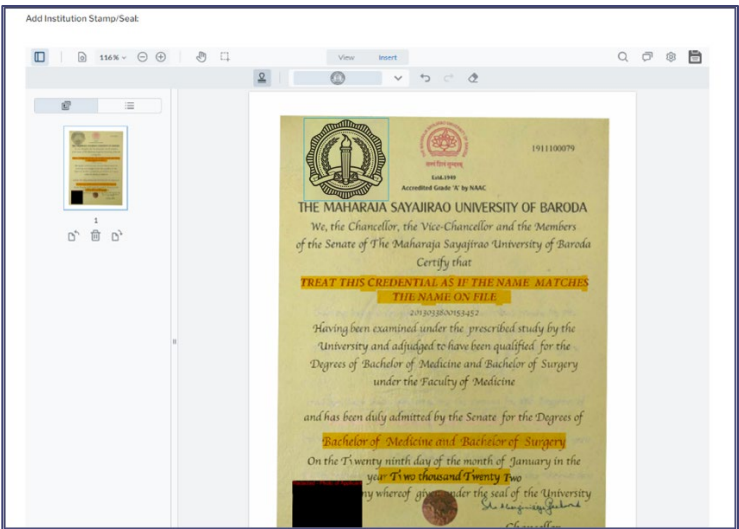
Step 9. In the **Add Institution Stamp/Seal** section, click **Insert**.



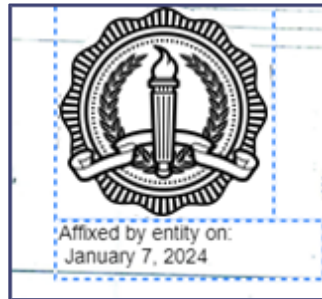
Step 10. Below the **Insert** button, click once on the picture of the stamp and then let go.



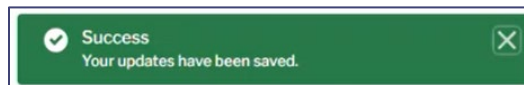
Step 11. Move your cursor to the desired section of the document, and click once to place it within the document.



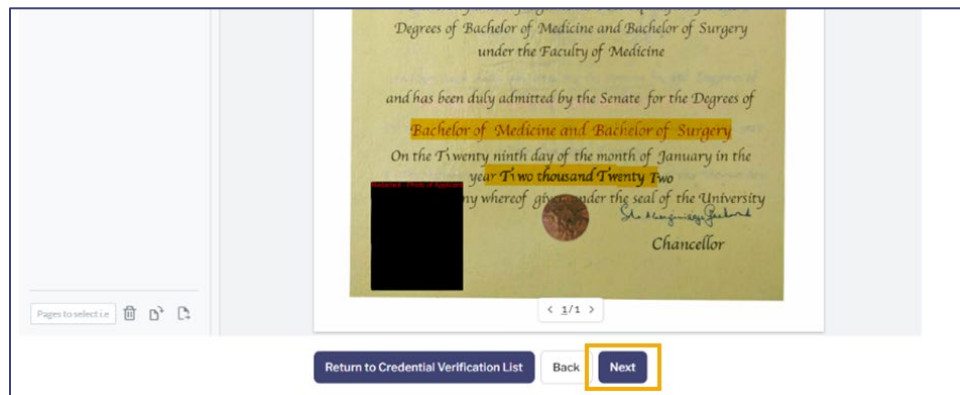
Step 12. Once placed, the stamp shows affixed details below the image.



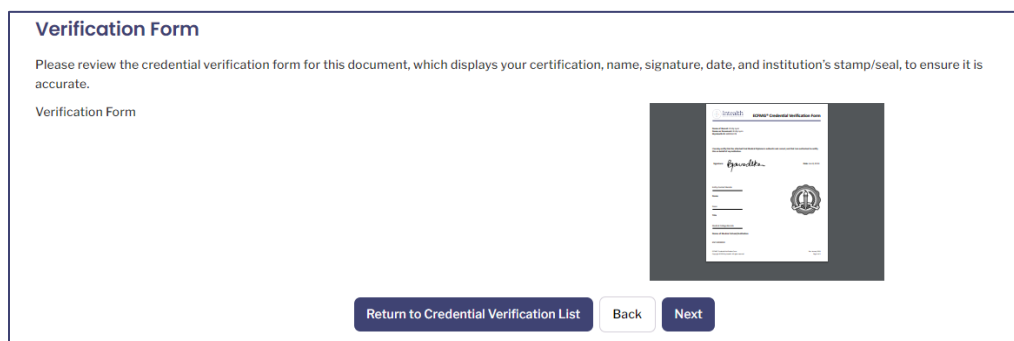
Step 13. Click **Save** (disk icon) at the top right corner of the PDF. A **Success** notification appears to inform you that the updates have been saved.



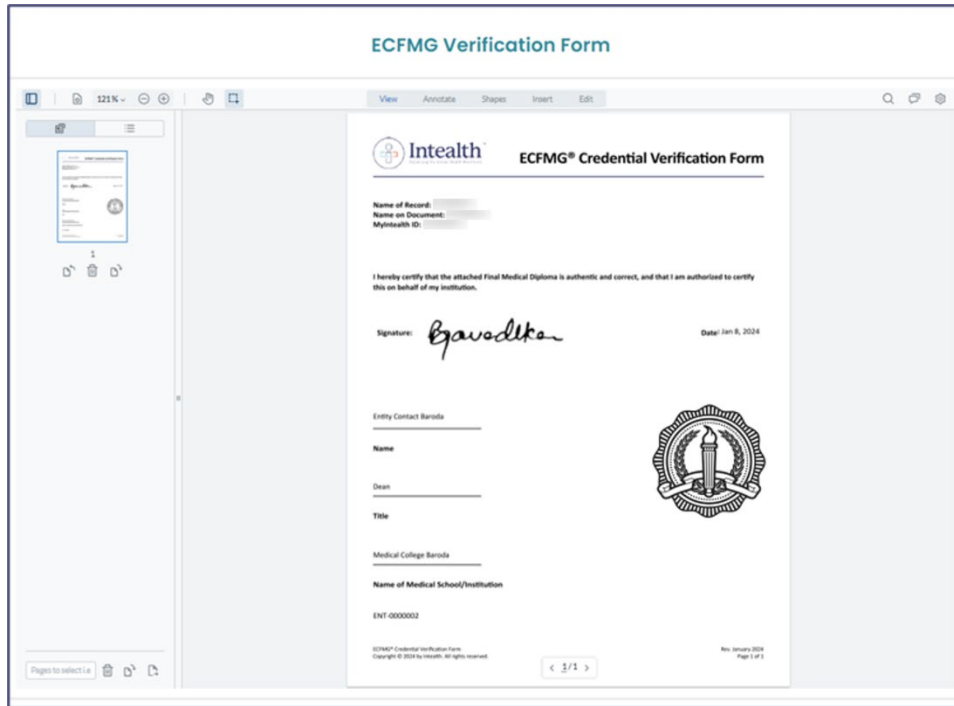
Step 14. Now that the document has been certified and saved with a stamp, click **Next** at the bottom of the page.



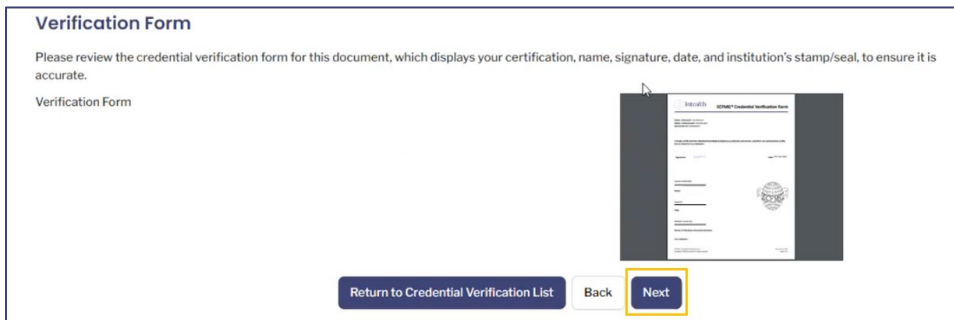
Step 15. The **Applicant Biographic Information** appears again. This information now includes an auto-generated **Verification Form**. Click the thumbnail of the attached **Verification Form** to view a larger version of the document.



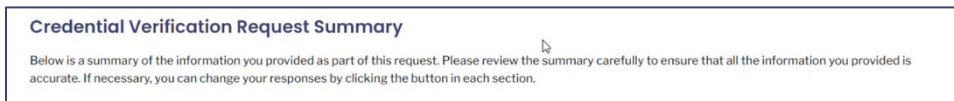
Step 16. Review the **Verification Form** information. This form was generated using information already in the system (e.g., the **Signature** was uploaded by Intealth's Medical Education Resource [MER] department).



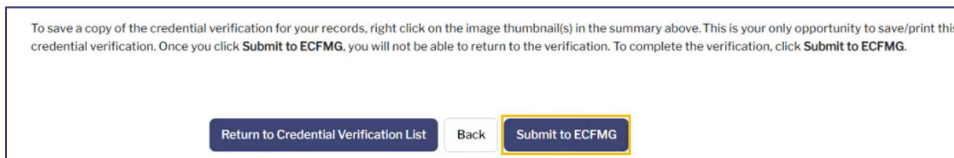
Step 17. Click **Next**.



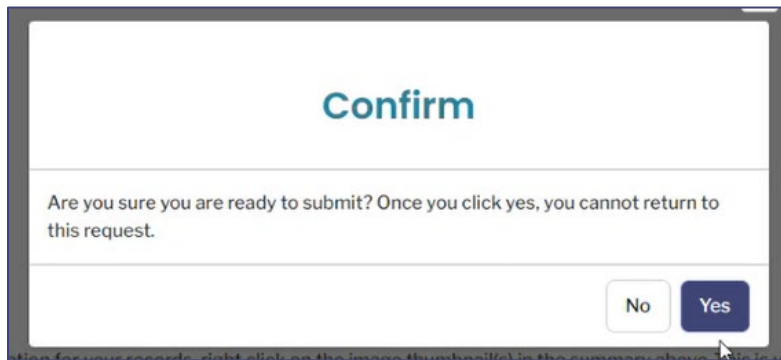
Step 18. The **Credential Verification Request Summary** section appears.



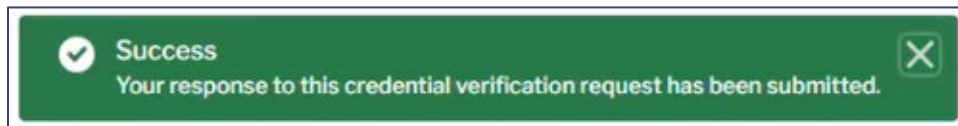
Step 19. Click **Submit to ECFMG** at the bottom of the page.



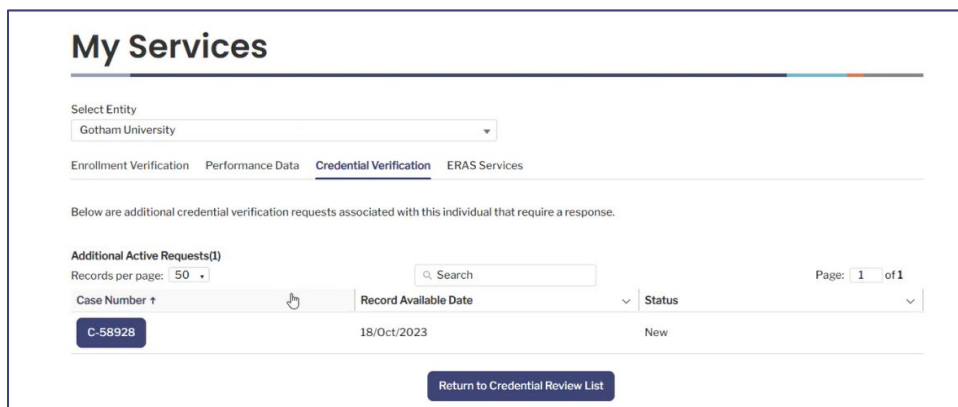
Step 20. A **Confirm** pop-up appears. Click **Yes** to continue.



Step 21. A **Success** notification appears confirming that the credential verification request is submitted.



Step 22. The **My Services** page appears.



If the applicant has two cases that require a response (e.g., a Final Medical Diploma and Final Medical School Transcript), MyIntealth automatically takes you to the case associated with that applicant. This is done automatically so the applicant's entire packet can be completed at the same time.

Step 23. If there are **Additional Active Requests**, click the corresponding **Case Number**. Complete the steps as previously shown.

My Services

Select Entity

Gotham University

Enrollment Verification Performance Data **Credential Verification** ERAS Services

Below are additional credential verification requests associated with this individual that require a response.

Additional Active Requests(1)

Records per page: 50

Search

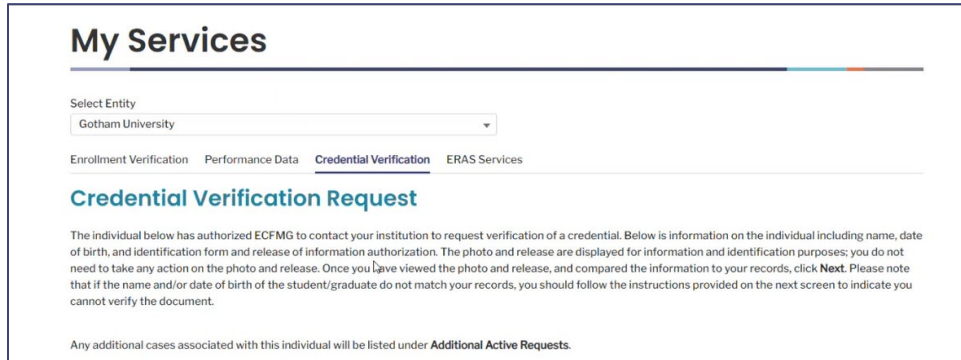
Page: 1 of 1

Case Number ↑	Record Available Date	Status
C-58928	18/Oct/2023	New

[Return to Credential Review List](#)

1.2 Upload and Certify the Authenticity of a Requested Credential

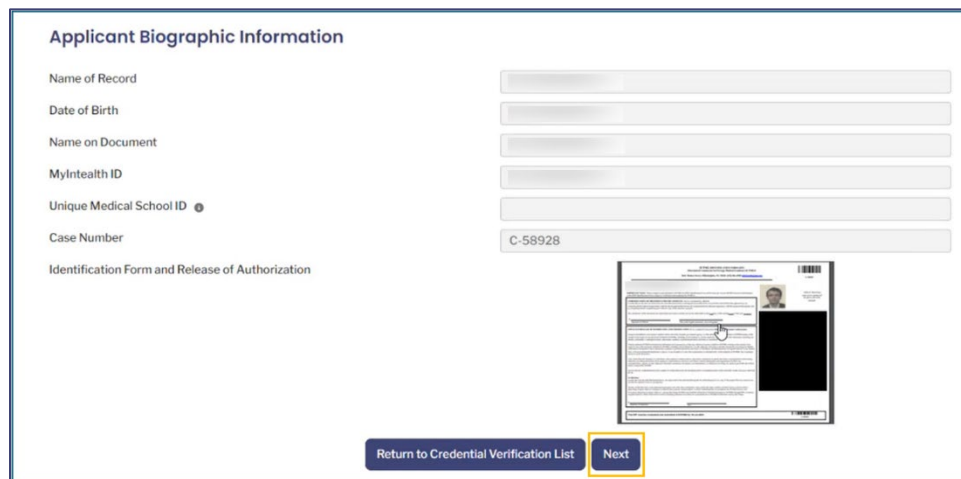
This section addresses responding to a **Credential Verification Request** submitted by an Intealth specialist that includes a request for your school to provide a document.



The screenshot shows the 'My Services' page with a dropdown menu for 'Select Entity' set to 'Gotham University'. Below this are tabs for 'Enrollment Verification', 'Performance Data', 'Credential Verification', and 'ERAS Services'. The 'Credential Verification' tab is active, displaying a 'Credential Verification Request' section. The text in this section explains that an individual has authorized ECFMG to contact the institution for credential verification and provides instructions on how to review the information and click 'Next'.

Step 1. The **Applicant Biographic Information** appears. Click the thumbnail of the attached **Identification Form** to view a larger version of the document.

Step 2. Review the **Applicant Biographic Information**, and click **Next**.



The screenshot shows the 'Applicant Biographic Information' form. It contains several input fields: 'Name of Record', 'Date of Birth', 'Name on Document', 'MyIntealth ID', 'Unique Medical School ID' (with a globe icon), and 'Case Number' (pre-filled with 'C-58928'). Below these fields is a section for 'Identification Form and Release of Authorization' which includes a thumbnail of a document. At the bottom of the form are two buttons: 'Return to Credential Verification List' and 'Next', with the 'Next' button highlighted by a yellow box.

Step 3. The **Upload and Verify Credential** page appears. This page requests that you (the Entity) provide the credential.

Upload and Verify Credential

ECFMG is requesting you to provide and verify a credential on behalf of the individual named above.

If you have the credential, please upload an image file below. Once the credential is uploaded, you will be required to certify that the credential is authentic and correct by selecting **I certify this document is authentic and correct**. After you select **I certify this document is authentic and correct**, the image of your institution's stamp/seal will appear in the top-right corner of the image. Using the mouse, move the stamp/seal to a blank area of the document. Be careful not to cover any information on the document with the stamp/seal. After you have positioned the stamp/seal in the desired location, click save. Then, click **Next**.

Credentials must be submitted in the original language. Any document submitted to ECFMG that is not in English must be accompanied by an English translation that meets ECFMG's [translation requirements](#). If the credential you provide is in a language other than English, you can submit a translation in the Supporting Documents section of the verification request. To submit a translation, click **Add Supporting Documentation** below.

If ECFMG does not receive an English translation of an original language credential, or receives a translation that does not meet all of our requirements, it will not be sent back to your institution for correction. ECFMG will send the original language credential to our preferred translation service to be translated into English, and the applicant will be responsible for paying the cost of the translation service.

If you cannot provide the document, select **No** to the question. You will then be presented with a list of reasons why you cannot provide the document. Select the appropriate reason. If the reason you cannot provide the document is not listed, select **Other** from the list, and provide a brief explanation of the reason in the space provided.

Once you have taken an action (either provided and certified the credential or indicated you cannot provide the credential), click **Next**. You will see the credential verification form for that document, which displays your certification, name, signature, date, and the institution's stamp/seal.

Step 4. In the **Provide Credential** section, select **Yes**.

Provide Credential

ECFMG is requesting that your institution provide a copy of this individual's Final Medical School Transcript. Can you provide a copy of the credential requested?

Yes
 No

*Upload Credential

Please note that you can only upload one file for this document. Uploading another file will replace the existing file. The file must be in DOCX, GIF, JPG/JPEG, PDF, PNG, or TIFF file format and 10 MB or less. After you upload your document, and it appears in the viewer, you can use the tools to rotate the image, if necessary. You must click save to complete the upload process.

I certify this document is accurate and correct.

Step 5. Click **Upload Files**.

Provide Credential

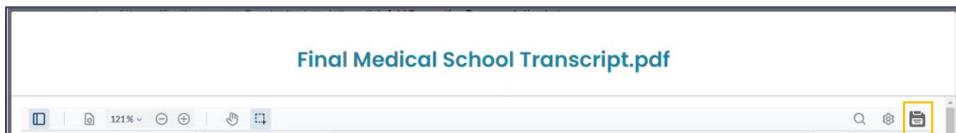
ECFMG is requesting that your institution provide a copy of this individual's Final Medical School Transcript. Can you provide a copy of the credential requested?

Yes
 No

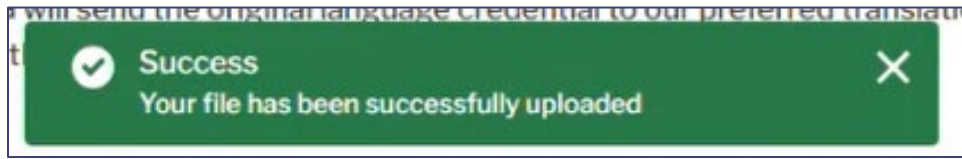
*Upload Credential

Please note that you can only upload one file for this document. Uploading another file will replace the existing file. The file must be in DOCX, GIF, JPG/JPEG, PDF, PNG, or TIFF file format and 10 MB or less. After you upload your document, and it appears in the viewer, you can use the tools to rotate the image, if necessary. You must click save to complete the upload process.

Step 6. Select the file to upload. It appears on-screen. Review the document, and click **Save** (disk icon).



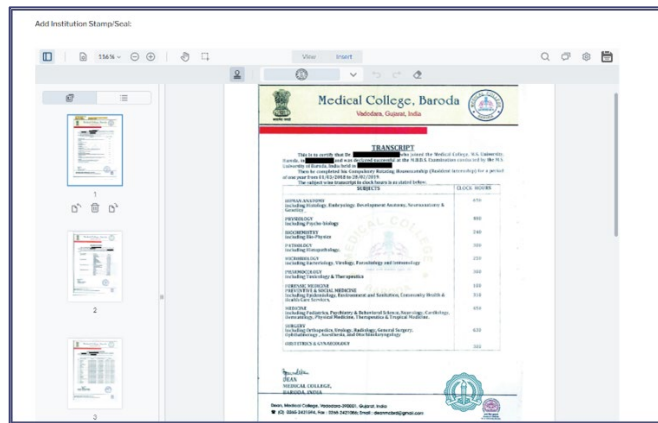
Step 7. A **Success** notification appears indicating that the file has been successfully uploaded.



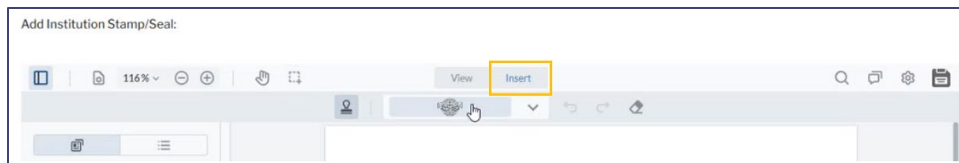
Step 8. Click the **I certify this document is authentic and correct** checkbox.



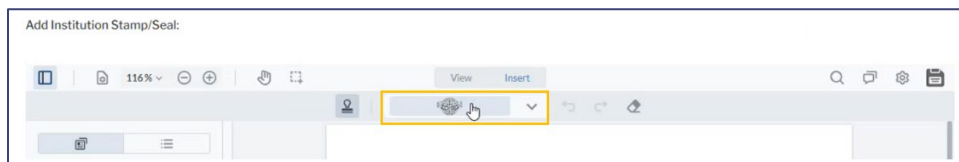
Step 9. A PDF version of the document appears in the **Add Institution Stamp/Seal** section. This section is where you insert the stamp certifying the document.



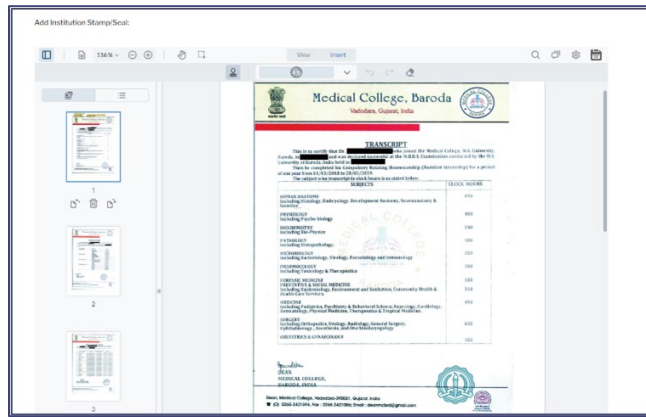
Step 10. In the **Add Institution Stamp/Seal** section, click **Insert**.



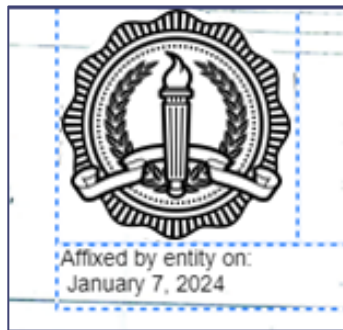
Step 11. Below the **Insert** button, click the picture of the stamp.



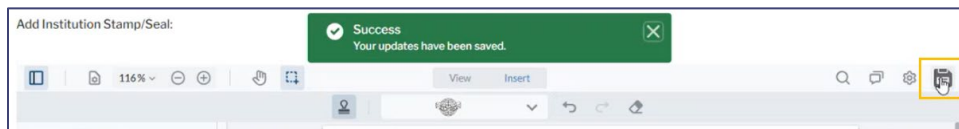
Step 12. Move the stamp to the appropriate section of the document, and click once to place it on the document.



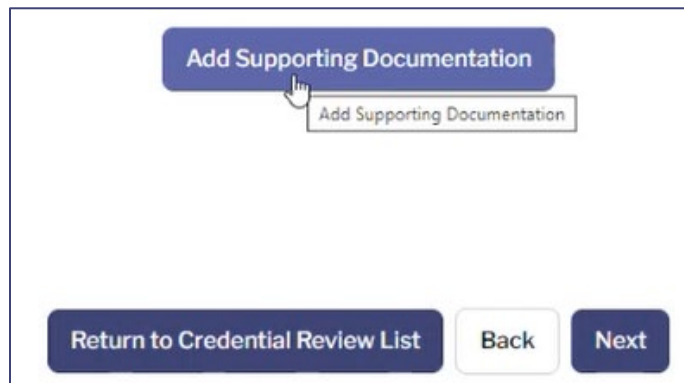
Step 13. The stamp shows affixed details below the image.



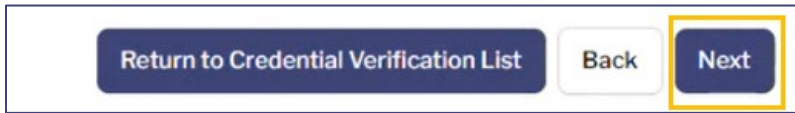
Step 14. Click **Save** (disk icon) at the top right corner of the PDF. A **Success** notification appears indicating that the updates are saved.



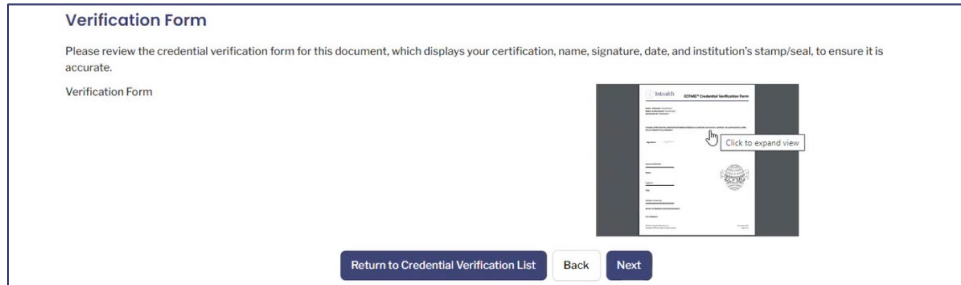
Step 15. If additional documents need to be added, click **Add Supporting Documentation**, and follow the on-screen instructions to add those documents.



Step 16. Now that you have certified and saved the document with a stamp and added any supporting documentation, click **Next** at the bottom of the screen.



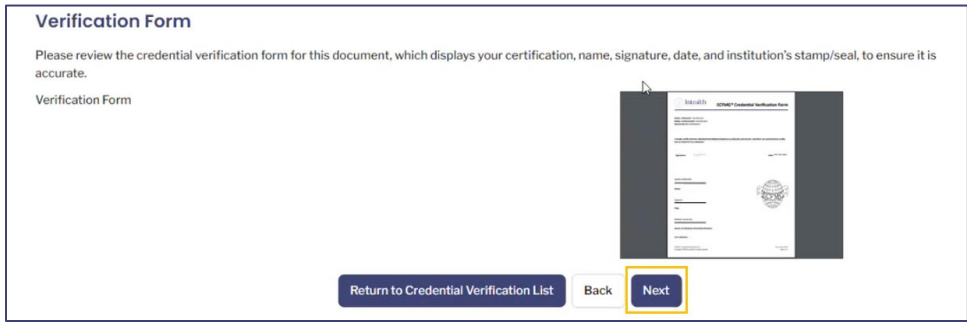
Step 17. The **Applicant Biographic Information** appears again. This information now includes a generated **Verification Form**. Click the thumbnail of the attached **Verification Form** to view a larger version of the document.



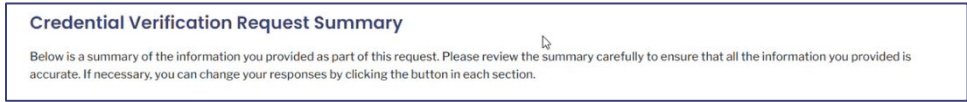
Step 18. Review the **Verification Form**. This form was generated using information already in the system (e.g., the **Signature** was uploaded by the MyIntealth Medical Education Resource [MER] department).

A screenshot of the "ECFMG® Credential Verification Form". At the top left is the Intealth logo. To the right of the logo is the text "ECFMG® Credential Verification Form". Below the header, there are three fields: "Name of Record:", "Name on Document:", and "MyIntealth ID:". Below these fields is a certification statement: "I hereby certify that the attached Final Medical School Transcript is authentic and correct, and that I am authorized to certify this on behalf of my institution." Below the statement are two fields: "Signature:" with a handwritten signature "B. Vasdike" and "Date:" with the text "Jan 8, 2024". Below the signature and date fields are three fields: "Entity Contact Baroda", "Name", and "Dean". Below these fields is another field: "Medical College Baroda". Below that is a field: "Name of Medical School/Institution". At the bottom left, there is a field with the text "ENT-0000002". At the bottom center, there is a small box with the text "1/1". At the bottom right, there is a small box with the text "Rev. January 2024 Page 1 of 1".

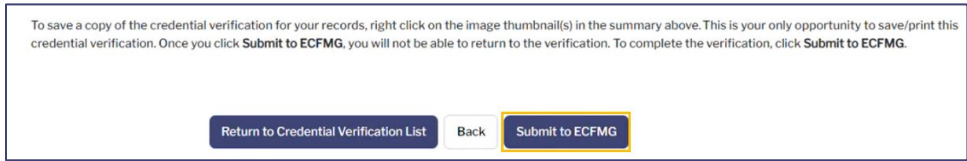
Step 19. Click **Next**.



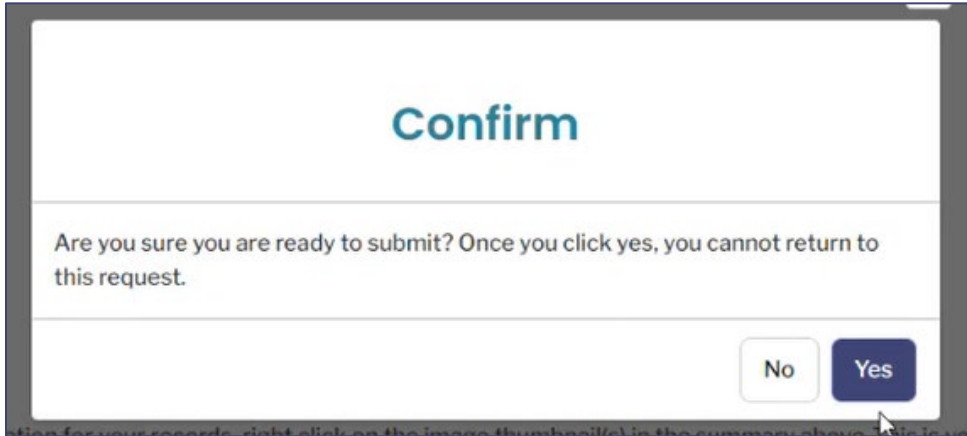
Step 20. The **Credential Verification Request Summary** appears.



Step 21. Click **Submit to ECFMG** at the bottom of the page.



Step 22. A **Confirm** pop-up appears. Click **Yes** to continue.



Step 23. A **Success** notification appears confirming that the credential verification request was submitted.

