

myBackCheck Applicant User Guide

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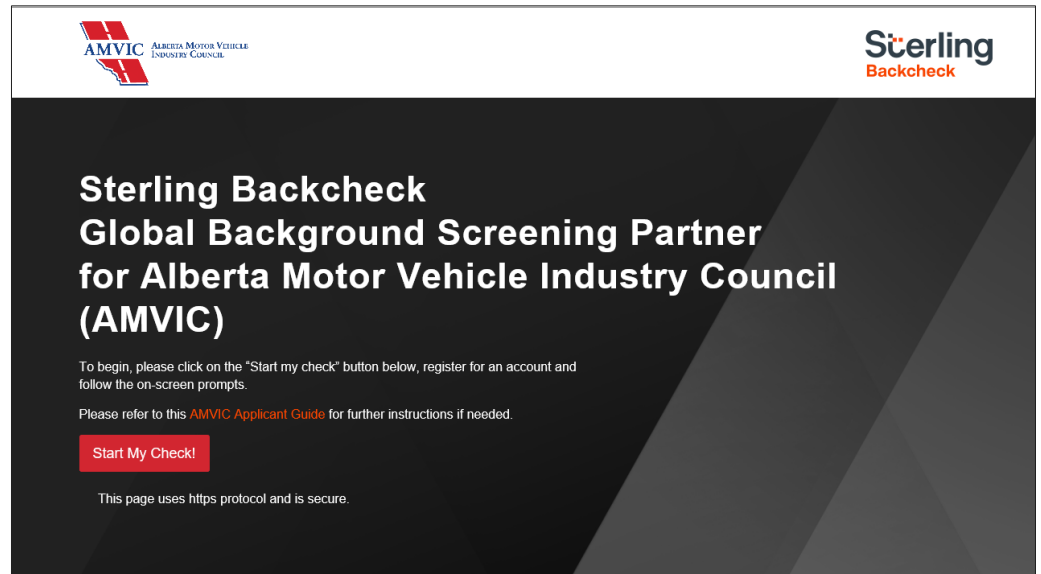
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New User – Steps to registering for a personal myBackcheck account

To ensure you're registering for a new myBackcheck account affiliated with your check for the Alberta Motor Vehicle Industry Council (AMVIC), access the **Register Here** button through <https://pages.sterlingbackcheck.ca/landing-pages/a/amvic/>.

Select **Start My Check**



Click on **Register Here** to create a new account. If you already have an account, please move to the **"Already a myBackcheck.com account holder"** section to login with your existing username and password. Your new invitation will be in your email inbox.

A screenshot of the myBackCheck.com registration page. The page title is "myBackCheck.com Registration". It shows the following information: Company: Alberta Motor Vehicle Industry Council, Location: Headquarters, Role: Applicant Paid - Enhanced Police Information Check. There is a section for "New to myBackCheck.com?" with a "Register Here" button highlighted by a yellow arrow. Below that is a section for "Already a myBackCheck.com account holder?" with a "Login" button. The login form includes fields for "User Name" and "Password", with a "Trouble logging in?" link. The footer contains the text "Powered by BackCheck Canada's Largest Background Checking Company" and "Checkwell Decision Corporation © 2011 All Rights Reserved Privacy Policy".

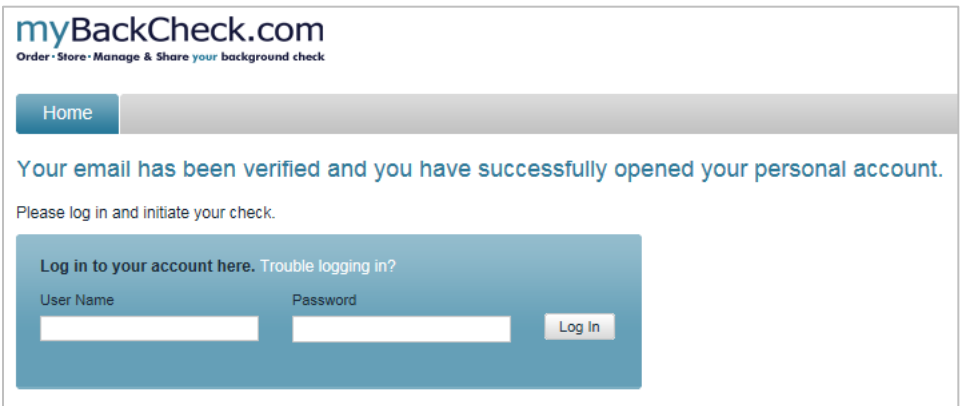
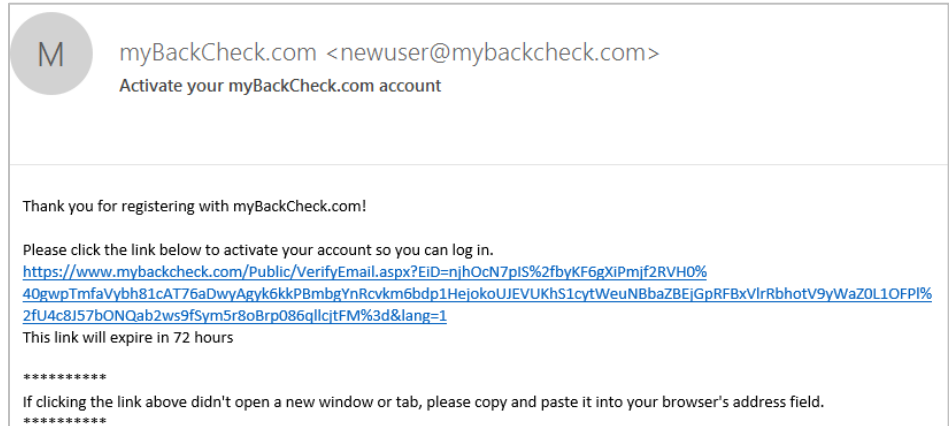
After clicking on **Register Here**, you will be directed to **myBackcheck.com Account Registration for Individuals page**. Enter all required information, marked with an asterisk (*), and then click on **Register** at the bottom of the page.

Important Note: Please ensure that your name matches your government issued ID.

The screenshot shows the 'myBackCheck.com' website interface. At the top, there is a navigation bar with 'myAccount' and 'Inbox' tabs. Below this is the 'Account Registration for Individuals' section. A welcome message states: 'Welcome to myBackCheck.com! The following form will allow you to create a personal account with us. All fields marked with * are mandatory. If you have questions about our website or services, please refer to the [FAQ](#) or [contact us](#).' To the right, a 'Getting Started' sidebar lists three steps: 1. Create Account (Enter a username, password and some security questions to create your personal account), 2. Check Your Email (We will send you an email with a link to activate your account (for security purposes)), and 3. Log in and Complete Your Checks (Once logged in, you can view and accept invitations to complete a Criminal Record Check, or order one for yourself). Below the sidebar is a 'Login Now' button. The main registration form is divided into three sections: 'General Preferences' with a 'Language' dropdown set to 'English'; 'Your Profile Information' with fields for 'First Name *', 'Last Name *', 'Province *' (a dropdown menu), 'Date of Birth (YYYY/MM/DD) *', 'Email *', 'Verify Email Address *', 'Phone Number (including Area Code) *', 'Phone Extension', and 'Choose a User Name *'; and a 'Register' button at the bottom right.

This screenshot shows the password and security questions section of the registration form. At the top, a security note reads: 'For your security, please ensure your password has at least 8 characters with 1 upper case letter, 1 lower case letter, 1 number, 1 special character and no repeating characters.' Below this are two input fields: 'Password *' and 'Re-enter Password *'. A section titled 'Security Questions' contains five dropdown menus with the following questions: 'Who was your childhood hero? *', 'What high school did you attend? *', 'What is your favourite song? *', 'What is your favorite sport? *', and 'What is your mothers maiden name? *'. At the bottom right of this section is a dark blue 'Register' button.

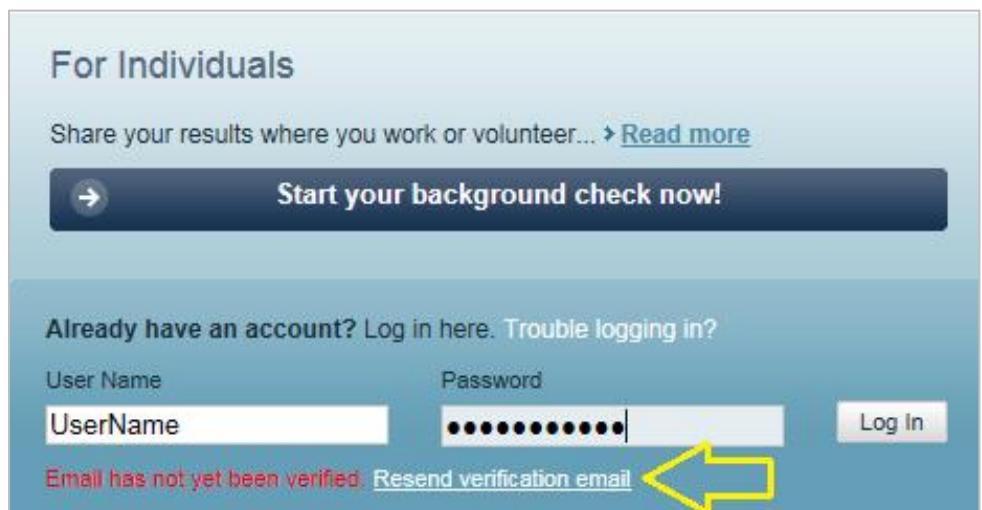
Upon registering successfully, an email will be sent to the email you provided. Click on the link provided in the email to activate your account and a new login page will open.



The activation link will expire in 72 hrs. Should you fail to activate your account, you do not need to return to the landing page.

Visit www.mybackcheck.com and enter your username and password and a link will appear to resend your verification email.

Once your account has been successfully activated, you will be presented with the option to log into your myBackcheck account, accept the invitation in your account, and complete the online steps outlined below.



Completing Your Background Check

Once logged in, click on the **Inbox tab** (note: you should have 1 unread message).

Next, click on the message bar from **Alberta Motor Vehicle Industry Council (AMVIC)**.

The screenshot shows the myBackCheck.com user interface. At the top, there is a navigation bar with "myAccount" and "Inbox" tabs. The "Inbox" tab is highlighted with a yellow arrow and the number "1". Below the navigation bar, there is a "Welcome" message and a notification that says "Please Check your [inbox](#) for invitations and action items. You have 1 item(s) requiring your attention." On the left side, there is a menu with options: "Account Home", "Edit Profile", "Edit Security Questions", "Edit Password", and "Purchase History".

Invitations

Currently Viewing: All (1) | [New \(1\)](#)

Click on the organization name below to view the details of your invitation.

The screenshot shows a table with the following columns: FROM, SUBJECT, STATUS, and DATE. A yellow box highlights the row for AMVIC, and the number "2" is placed above it.

FROM	SUBJECT	STATUS	DATE
AMVIC	Criminal Record Check	New	2019-07-04

Select **Accept & Continue** to complete the payment

Criminal Record Check

requests you to perform the check(s) listed below in order to comply with their Criminal Record Check requirements. Please click the "Accept & Continue" button at the bottom of the page to proceed with the order.

Required Checks

The screenshot shows a table with the following columns: QTY, SERVICE REQUIRED, and DETAILS. A yellow arrow points to the "Accept & Continue" button at the bottom right of the table.

QTY	SERVICE REQUIRED	DETAILS
1	Canadian Criminal Record Check	Add to your shopping cart. \$


Buttons: Decline, **Accept & Continue**


Fill in all required (*) information and then select **Purchase** at the bottom of the page. Not: Only Visa and Mastercard are accepted (prepaid credit cards are not accepted)

Purchase myBackCheck.com Service

Review your order and click 'Purchase'

Cardholder Details

First Name * 

Last Name * 

Email Address

Phone Number (including Area Code)

Billing Address

Unit #

Street Address *

City

Province/State


Country

Postal/Zip Code

Order Details

Quantity	Service	Price
1	Canadian Criminal Record Check	\$ <input type="text"/>


Sub Total: \$

Tax: 

Order Total: \$

All Amounts in CAD

Please have your Visa or Mastercard ready. Payment must be completed within 30 minutes to avoid session timeout.



Enter your credit card details and select **Process Transaction**.

Mandatory fields marked by *

Item Details				
Description	Product Code	Quantity	Price	Subtotal
Canadian Criminal Record Check	3	1	\$	\$
				GST: \$
				Total (CAD): \$



Customer Details

Customer ID:
 Email Address:
 Note:

Billing Address

First Name:
 Last Name:
 Company:
 Address:
 City:
 Prov/State:
 Country: Canada
 Postal Code:
 Phone:
 Fax:

Payment Details

Transaction Amount: \$ (CAD)  

Order ID: 1200912

Please complete the following details exactly as they appear on your card.
 Do not put spaces or hyphens in the card number.

Cardholder Name*:
 Card Number*:
 Expiry Date (MMYY)*:
 Card Security Code*:

Click 'Process Transaction' to charge your card. Only click the button once. Using the 'Back', 'Refresh' or 'Cancel' button after you press the 'Process Transaction' button will not stop the transaction from being processed and may result in a double charge.


Process Transaction **Cancel Transaction**


A confirmation of a successful purchase will appear. Click on **Back to myAccount** or the **myAccount** tab to begin steps for your background check.

myBackCheck.com
 Order Store Manage & Share your background check

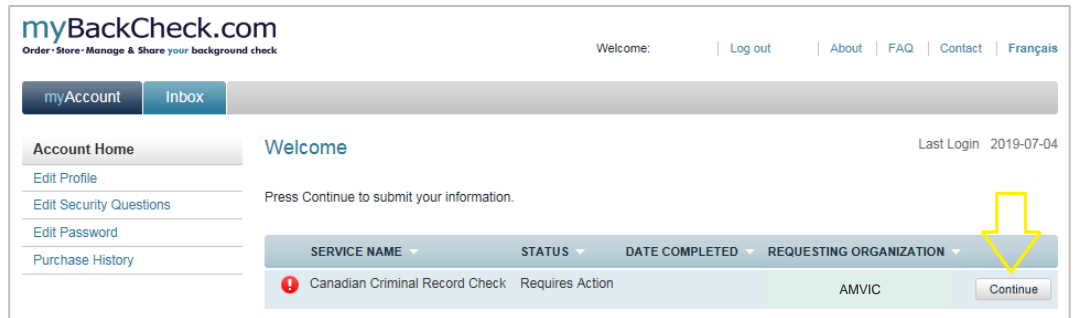
Welcome: | Log out | About | FAQ | Contact

myAccount | Inbox

Thank you for accepting the Applicant Paid – Enhanced Police Information Check from AMVIC  [Back to myAccount](#)

 Proceed to [myAccount](#) and press the Continue button to complete the online form.

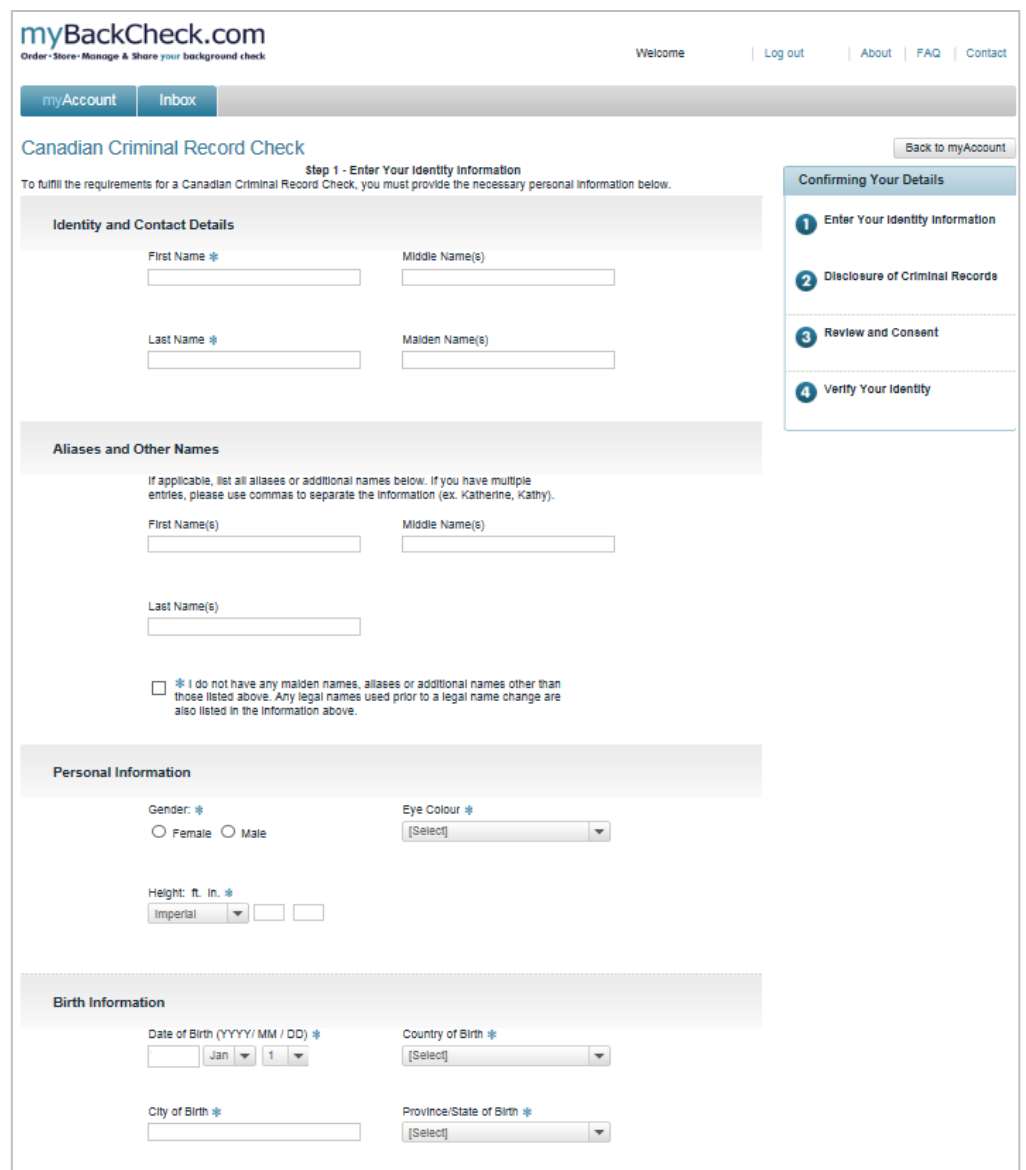
An invitation to process your check will appear on this page. Select **Continue** to begin filling out the four online steps.



Fill in all required information (marked with an *) and at the bottom of each page click on **Save & Continue** until all four online steps have been completed.

Important Note: Please ensure that your name matches your government-issued ID. If you have aliases or other names (e.g. alternate name, maiden name, etc.), please enter them in the "Aliases and Other Names" section below.

The following pages contain examples of each form you should be completing; please skip ahead to the end of this document for more information on the **Verify Your Identity** section.



Residence Information

Apartment Number	Street Address *
<input type="text"/>	<input type="text"/>
City *	Province *
<input type="text"/>	Alberta <input type="button" value="v"/>
Country *	Postal Code *
Canada <input type="button" value="v"/>	<input type="text"/>

Previous Residence Information


Please submit information for any Canadian address where you have resided in the past 5 years by clicking "+Add Address" after each entry.

Previous Apartment Number	Previous Street Address *
<input type="text"/>	<input type="text"/>
Previous City *	Previous Province *
<input type="text"/>	[Select] <input type="button" value="v"/>
Previous Country *	Previous Postal Code *
Canada <input type="button" value="v"/>	<input type="text"/>

Optional Personal Information

Providing your SIN number is optional but useful in locating and verifying your file with TransUnion. Please note that myBackCheck.com does not retain this information after your check is completed.

Social Insurance Number



Canadian Criminal Record Check

Step 2 - Disclosure of Criminal Records

If you have any Canadian criminal convictions to disclose, please provide them below. Otherwise, click the checkbox at the bottom of the page and proceed to Step 3.


Previous Convictions

If you have any existing adult Canadian criminal or federal convictions for which you have not received a pardon/record suspension please provide ALL details below. By entering no details you are indicating that you have never been convicted of an adult criminal offence for which you have not received a pardon/record suspension.

Click [here](#) for additional information about Declaration of Criminal Records and what should be disclosed.

Approx. Conviction Date YYYY/MM	Convicted Offence
<input type="text"/> <input type="button" value="v"/>	<input type="text"/>
Location of Conviction	Penalty/Disposition Received
<input type="text"/>	<input type="text"/> <input type="button" value="Add"/>

* By checking this box, I understand that failing to provide a complete and accurate disclosure may lead to additional fees and/or fingerprinting at my local police agency or an accredited fingerprinting company should my complete conviction history be required.



Confirming Your Details

- 1 Enter Your Identity Information
- 2 Disclosure of Criminal Records
- 3 Review and Consent
- 4 Verify Your Identity

<https://www.mybackcheck.com/> | 877-455-6730

Version 2 - January 2023 | © 2021 Sterling | 10

Canadian Criminal Record Check Back to myAccount

Step 3 - Review and Consent

Please confirm that the information that you have provided is accurate

Details

- Name:
- Other Name(s) Used: none provided
- Gender:
- Eye colour:
- Height:
- Born:

Residence

-

Previous Residences

-

Consent and Terms of Use

[View as PDF](#)

This request is made in compliance with the applicable federal, provincial or municipal public sector privacy legislation in the province in which I am residing which allows a public body or municipality to disclose my personal information to me or my agent upon my request.

1. myBackCheck.com Terms of Service and Consent:

GENERAL

This agreement is between Checkwell Decision Corporation ("myBackCheck.com") and you ("the User"), and governs the terms and conditions for the use of the myBackCheck.com service ("the Service"). This Consent and Terms of Use document constitutes the entire understanding between the User and myBackCheck.com regarding your use of the Service. myBackCheck.com reserves the right to change these terms from time to time.

SERVICE

All myBackCheck.com services are owned and operated by Checkwell Decision Corporation.

The myBackCheck.com Criminal Record Check, Local Police Information, and Vulnerable Sector Search services act as an interface for police-conducted searches of records and other information held within the Canadian Police Information Centre (CPIC) and other police data sources. The CPIC database is managed by the Royal Canadian Mounted

* I agree to the Consent and Terms of Use outlined above.

I furthermore acknowledge that any failure to provide complete and accurate information may disqualify me from placement with the requesting organization (if applicable).

Canadian Criminal Record Check Back to myAccount

Step 4 - Verify Your Identity

Identity verification is mandatory for all Criminal Record Checks in Canada. Please read all the information below carefully before proceeding.

myBackCheck.com is proud to offer TransUnion Authentication - verify your identity online through a few simple multiple-choice questions that only YOU should be able to answer. These questions are based on the type of information typically found in a consumer credit bureau report. Your responses will automatically be compared to the information contained in your personal credit bureau file with TransUnion, an external credit reporting agency. If your responses match, we will confidently verify your identity. This process also protects you against identity theft.

Please keep in mind:

- This is not a credit check and will not affect your credit rating in any way.
- Only you are able to view your questions. myBackCheck.com and TransUnion do not view or log the automatically generated questions or any of your responses.
- Don't worry if you aren't able to verify your identity online, many individuals can't for a variety of reasons. Should you be unable to confirm your identity online alternative convenient options will be presented.

Provide consent below and click "Continue to Identity Challenge Questions" to complete ID verification online.

* I understand that continuing to the next page implies consent to TransUnion Authentication, which includes accessing information held in my personal consumer credit file for the purpose of identity verification.

Verifying Your Identity Using Electronic ID Verification

A series of multiple-choice questions will be asked to validate your identity. Should you fail to answer these questions correctly, the following page will appear allowing you **Try Again** or follow an alternate ID verification method listed in the *Your Option(s)* boxes.

*If selecting an alternate method, please be sure you read the instructions carefully before downloading the forms and review the types of Acceptable pieces of ID on the right-hand side of the screen.

myAccount Inbox

[Back to myAccount](#)

The results of the exam were inconclusive.
What can you do now?

Try Online ID Verification Again
If you wish to revise the information you provided, attempt the process again by clicking the Try again button. Note that providing your Social Insurance Number can improve TransUnion's ability to locate your file.

[Try Again](#)

OR

Continue with In-Person ID Verification:

Your Option(s):

Canada Post - Physical Identity Verification

To have your ID verified by Canada Post, please follow these simple steps:

1. Click on the **Download Form** button below and then save the document. You will need to take the barcode to Canada Post either using your smart phone or by printing the pdf form.
2. **Two pieces of ID and Proof of Residence** must be presented at Canada Post:
 - One piece of ID must be government-issued photo ID
 - The second piece of ID must display your full name
 - Proof of Residence must contain your current address
 - See page 1 of the form for acceptable ID and Proof of Residence options
3. The Canada Post retail clerk will scan the barcode on this form and then verify your IDs. Verification of your identity will then be sent to us electronically.

To find the nearest postal outlet, go to [Canada Post - Find a Post Office](#). Before going to the Canada Post location, we recommend calling them to confirm that they are able to process your Physical Identity Verification.

[Download Form](#)

Confirming Your Details

- 1 Enter Your Identity Information
- 2 Disclosure of Criminal Records
- 3 Review and Consent
- 4 Verify Your Identity

Acceptable pieces of ID

- Provincial Driver's License
- Foreign Driver's License
- Canadian Passport
- Foreign Passport
- Provincial ID Card
- Canadian Citizenship Card
- Canadian Permanent Resident Card
- Certificate of Indian Status

Viewing Your Results and Requesting a Police Information Check

To view your results, you need to go back to your myBackcheck inbox and select the check completed for AMVIC.

Further actions may be required depending on the result of your check in a few scenarios, including:

- 1) a 'Defer' result for the Local Police Information component.
- 2) an 'Incomplete' result for the Canadian Criminal Record Check component.
- 3) an 'Unable to Complete' result for the Canadian Criminal Record Check component.

Please read the following to ensure you take the appropriate action.

If the Local Police Information result is "Defer", then you must obtain a *Police Information Check* from your local police department and share it with AMVIC.

Local Police Information	Defer	<p>Based on the name and date of birth of the subject, a search of Local Police Records may have identified additional information that may or may not be relevant to the position applied for. Further information, if available, will be listed below.</p> <p>Must be referred to Local Police.</p> <p>The search could not be completed. This is not an adverse result. The applicant must complete this check at their local police service where it will be determined if relevant and releasable information exists.</p>
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If the Canadian Criminal Record Check is 'Not Clear' with the Criminal record declared by applicant marked as 'INCOMPLETE', then you can a) try again if you are able to accurately disclose your complete conviction history, or b) obtain a *Police Information Check* from your local police department and share it with AMVIC regardless of the Local Police Information result.

Canadian Criminal Record Check	NOT CLEAR	<p>Based solely on the name(s) and date of birth provided and the criminal record information declared by the applicant, a search of the RCMP National Repository of Criminal Records could not be completed. Positive identification that a criminal record does or does not exist requires the applicant to submit fingerprints to the RCMP National Repository of Criminal Records by an authorized police service or accredited private fingerprinting company. Delays do exist between a conviction being rendered in court, and the details being accessible on the RCMP National Repository of Criminal Records. Not all offences are reported to the RCMP National Repository of Criminal Records.</p> <p>Criminal record declared by applicant: INCOMPLETE</p>
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If the Canadian Criminal Record Check is 'Unable to Complete', then you must obtain *Police Information Check* from your local police department and share it with AMVIC regardless of the Local Police Information result.

Canadian Criminal Record Check	UNABLE TO COMPLETE	<p>Based solely on the name(s) and date of birth provided and the criminal record information declared by the applicant, a search of the RCMP National Repository of Criminal Records could not be completed. Positive identification that a criminal record does or does not exist requires the applicant to submit fingerprints to the RCMP National Repository of Criminal Records by an authorized police service or accredited private fingerprinting company. Delays do exist between a conviction being rendered in court, and the details being accessible on the RCMP National Repository of Criminal Records. Not all offences are reported to the RCMP National Repository of Criminal Records.</p>
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How to Request a Police Information Check

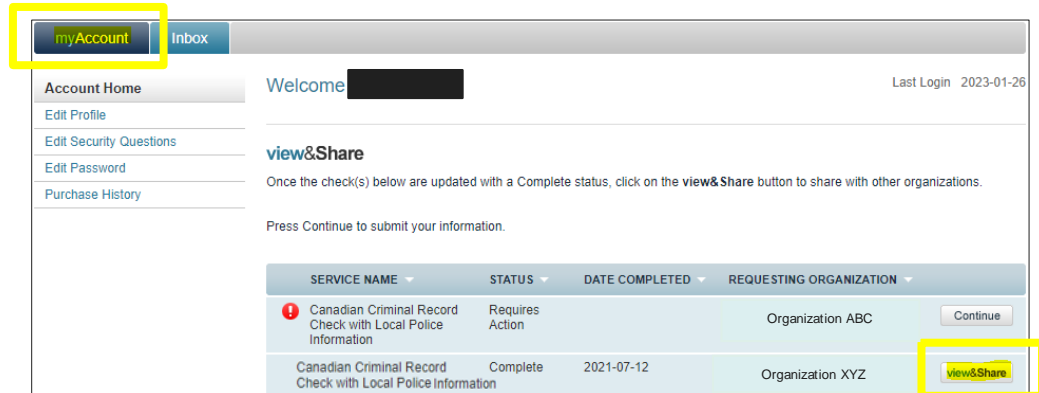
If you have been referred to your local police to complete your Police Information Check, AMVIC has a [Letter of Information](https://www.amvic.org/business/resources/forms/) on their website at <https://www.amvic.org/business/resources/forms/>

Print the Letter of Information and bring it to your local police department to ensure that the officer handling your request will know the appropriate background check you need to provide to AMVIC.

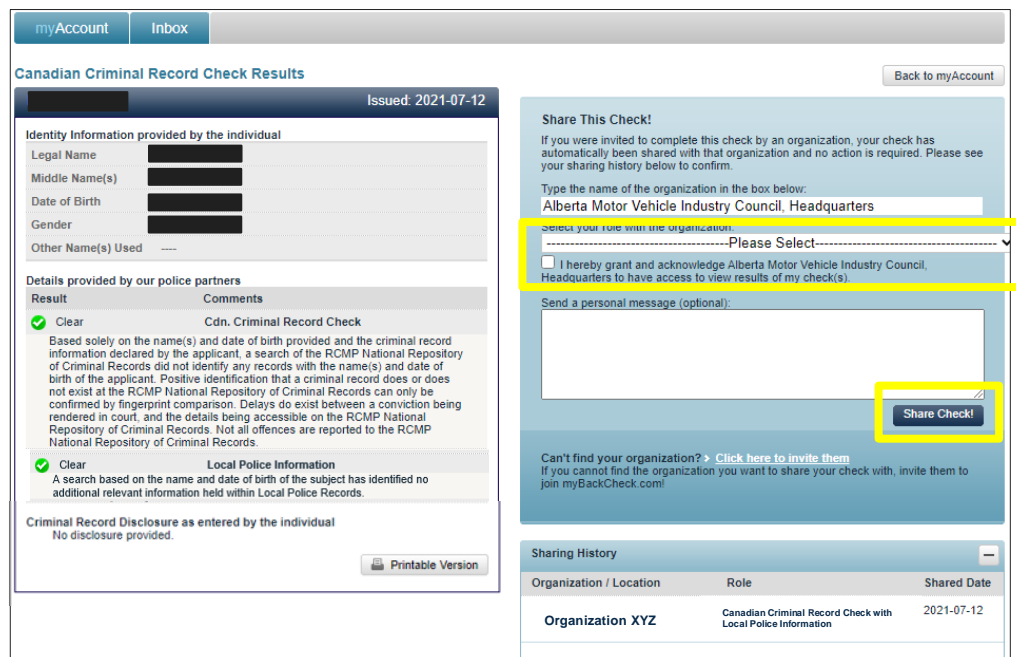
How to Share a Background Check from Another Organization with AMVIC

If you completed a background check for a different organization and it includes a Local Police Information check, you might be allowed to share it with AMVIC.

Under the **myAccount** tab, you will find a list of the checks that are either still pending or complete and you will find a **view&Share** button to the right of the completed ones.



To the right of your criminal check results, click on the dropdown menu arrow to select Alberta Motor Vehicle Industry Council, Headquarters and click the checkbox to grant access to your check. Then you can click on the **Share Check!** button or if you wish you can add a message in the textbox above before clicking on the button.



Support

Should you require further assistance, please do not hesitate to reach out to our myBackCheck.com applicant support team at support@mybackcheck.com or toll-free at 1-877-455-6730.