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## 1. Overview

Under the Criminal Records Review Act (CRRA), specified organizations are required to ensure anyone within their organization working with children directly, or having, or potentially having unsupervised access to children, submits a criminal record check. For more information, visit the Criminal Records Review Program’s Criminal Record Check website at: [www.pssg.gov.bc.ca/criminal-records-review](http://www.pssg.gov.bc.ca/criminal-records-review)

Criminal Record Check Online provides an efficient, convenient and secure way to submit criminal record check requests (CRC requests) and payment electronically. Once you have registered with CRC Online, many advantages are offered. The organization can:

- store an organization profile so identifying information does not have to be re-keyed in each time a criminal record check (CRC) is started
- choose a preferred method of electronic payment
- generate access codes to give to individual applicants so they may key in their own CRC request form information (applicants may only enter CRC requests, they do have access to other features offered in CRC Online).
- run various status reports on CRC requests submitted under their organization profile

These advantages may result in cost and time savings for your organization. There is no mailing or cheque processing required, and the data entry is done at the source.

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## 2. Getting Started — Steps to Registering

### STEP ONE – Appoint a Primary User

To get started, the organization names a ‘primary user’ (also referred to as the **Business Account Manager**) to act on the organization’s behalf. This person is responsible for administering and monitoring access to the CRC Online for the organization.

**Secondary users:** There may be other employees in the organization that require access to CRC Online. These employees are referred to as the organization’s secondary users. Their Business BCeID (see step two below) and access to the online service can be setup by the primary user at any time.

## STEP TWO - Set Up a Business Account with BCeID

BCeID is an online system that makes it possible for an organization's authorized users to participate in government online services via a log-in ID and secure password. There is no charge for setting up and using a BCeID account.

*NOTE: the CRRP does not manage BCeID – it is a separate process organizations must complete prior to accessing the CRRP's Criminal Record Check online service. Limited information is provided below on what to expect when entering the BCeID process.*

**Primary User:** The organization's primary user goes to [www.bceid.ca](http://www.bceid.ca) and applies online for a Business BCeID\*. The BCeID program will then contact the primary user. BCeID checks to make sure the organization is a valid organization and the named 'primary user' is a valid employee. This process of validation is called 'identity proofing'. When 'identity proofing' is complete, the primary user receives a letter from the BCeID program with a validation code for their Business BCeID. The primary user can then log on to BCeID and validate their ID.

**Secondary User:** If, at any time, the organization appoints a secondary user(s) to be given access to CRC Online under the organization's profile, it is the primary user, not the BCeID program, who creates a Business BCeID and is responsible for identity proofing of the secondary user(s). It is important that organization employees DO NOT share the same Business BCeID and access to CRC Online. Also, the primary user must notify CRRP if a secondary user is no longer employed or no longer needs access to CRC Online.

\*Although there are two types of BCeID; the CRRP requires organizations to have a Business BCeID. A Business BCeID allows access to online services where the organization's identity must be verified and they are acting in a business capacity, not as an individual.

To register with BCeID or to get more information, go to: [www.bceid.ca](http://www.bceid.ca)

## STEP THREE – Complete CRRP Online Service Agreement

The organization's primary user completes and signs the CRRP Online Service Agreement. The agreement is mailed or faxed to CRRP. The Online Service Agreement outlines the responsibilities of the organization and the organization's primary user. The agreement also outlines the responsibilities of CRRP when criminal record checks are processed through CRC Online.

**Begin by downloading the Online Service Agreement from:**

[www.pssg.gov.bc.ca/criminal-records-review/eservice/docs/onlineagreement.rtf](http://www.pssg.gov.bc.ca/criminal-records-review/eservice/docs/onlineagreement.rtf)

The Online Service Agreement asks for information that will become the organization's online service profile. The organization's profile (name, address and payment type\*) will display on CRC Online main screen once the primary user has signed in. Once setup, the organization's profile information can be changed by contacting CRRP (see page 8).

\*Payment Type: There are two options for electronic payment: credit card and drawdown account. The online service agreement requires the primary user to specify the payment method that will be used by the organization. (Payment options are found on page 3 and information on incomplete payments is described on page 5.)

## STEP FOUR – Receive a CRC Online PIN and Subscription Code

Once the organization's primary user has successfully registered with BCeID and has sent CRRP the completed and signed Online Service Agreement, CRRP will provide the primary user a

temporary PIN (personal identity number) and a subscription code. The subscription code authorizes you to access CRC Online.

If, at any time, secondary users are set up by the primary user, the secondary users also require their own temporary PIN and subscription code from CRRP.

Many government services can be accessed with a BCeID, however, it is the subscription code provided by CRRP that ensures the high level of security into CRC Online. The subscription code registers (authenticates) you with CRC Online. For this reason, there is one more step that must be completed before you can enter CRC Online.

### **STEP FIVE – Start your *FIRST* Online Criminal Record Check Process**

When ready to start the online Criminal Record Check process for the first time, the PIN number and subscription code are required. .

- Go to the BCeID website: [www.bceid.ca/subscribe](http://www.bceid.ca/subscribe)
- Select 'Yes, I have a BCeID already' and select 'Next'
- Enter your BCeID username and password, and select 'Next'
- On the 'Activate your subscription code' screen, enter the subscription code and select 'Next'
- On the 'Enter your Party ID and acronym for the service (PIN number)' screen, enter the PIN number and select 'Next'
- After successfully entering the PIN number, you can enter CRC Online at [www.pssg.gov.bc.ca/criminal-records-review/eservice](http://www.pssg.gov.bc.ca/criminal-records-review/eservice)

### **THEREAFTER . . .**

After the initial visit, authorized users can access CRC Online directly at:

[www.pssg.gov.bc.ca/criminal-records-review/eservice](http://www.pssg.gov.bc.ca/criminal-records-review/eservice)

You will be prompted to log on to BCeID before entering CRC Online.

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## **3. Payment Information and Options**

- **Overview**
- **Draw-Down Account**
- **Credit Card Payment**
- **Store Pre-Authorized Credit Card Information Online**
- **Change Payment Method or Stored Credit Card Information**
- **Unpaid CRC Requests / Unsuccessful Payments**

### **Overview**

There is a \$20 non-refundable processing fee per criminal record check request (CRC request). The online service accepts two forms of payment from organizations: pre-established draw-down account withdrawal or credit card. Your preferred payment option is established in the online service agreement.

CRC requests submitted by individual applicants using access codes provided by the organization may be paid for, by the organization, by either using their established payment option, or using the applicant's credit card information. Applicants may not pay for CRC requests directly.

## Draw-Down Account

The draw-down account option allows organizations to keep funds in a secure account, pre-authorizing the Criminal Records Review Program (CRRP) to withdraw fees per CRC request submitted online. The CRRP will provide the organization with a monthly statement to assist in monitoring the account.

The CRC Online main page displays the organization's draw-down account balance so it may be easily monitored. If funds are low, the organization provides CRRP with a certified cheque or money order (made payable to the Minister of Finance) to replenish the account. Or the account may be replenished through your organization's VISA or MasterCard by faxing or mailing the CRRP a completed Application for Pre-Authorized Credit Card Usage form (download the form from: [www.pssg.gov.bc.ca/criminal-records-review/forms/docs/creditcard.pdf](http://www.pssg.gov.bc.ca/criminal-records-review/forms/docs/creditcard.pdf)). This form is to be provided each time funds are to be added by credit card.

If the organization's draw-down account balance is zero, but the organization has CRC requests in pending that require payment, the CRC online service will allow the organization to opt to pay for the currently outstanding CRC requests using the organization's credit card.

To establish a draw-down account, provide the following information on your organization's letterhead:

- name of organization
- contact name
- mailing address
- area code and phone number
- specify in the letter your request: to establish a draw-down account for criminal record check

Along with the letter requesting a draw-down account be established, include sufficient payment. As a guideline, it is suggested payment is included for the number of criminal record checks needed for a minimum of two months. Each request for a criminal record check is \$20.00 (a non-refundable processing fee).

## Credit-Card

The credit card option allows organizations to enter VISA, MasterCard or American Express information when paying for submitted CRC requests.

The system is set up for individuals to submit their CRC requests online through the organization's profile, but does not have a payment component – all payments are to be made by the organization. However, the applicant can provide their credit card information to the organization to enter on their behalf.

A credit card information entry is required each time the organization is ready to provide payment for CRC request(s). After paying, either a receipt will be generated if the payment was successful, or a declined message if there was a problem with the transaction. If there was a problem, there is the option to try again so you may enter new or correct credit card information. Declined payments will remain in an 'incomplete status' in the 'Pay for Pending' section (for more information, see page 5, Unpaid CRC Requests/Unsuccessful Payments).

## Store Pre-Authorized Credit Information Online

If the organization prefers the credit card option to pay for CRC requests, they may wish to take the convenient step of storing their credit card information (VISA, MasterCard or American Express) with the secure electronic payment service provider. This pre-authorizes the CRRP to automatically charge to the organization's credit card.

Once the credit card number is stored, the online service provides the organization with a page for updating credit card information. Should the organization wish to remove their stored credit card information, they must contact the Criminal Records Review Program.

*Note– even if the organization’s credit card information is stored online, the option to use the applicant’s credit card for single CRC requests remains available.*

### **Changing Payment Method**

The payment option (credit card or draw-down account) the organization originally selected when they submitted their online service agreement may be changed by contacting the Criminal Record Review Program (see page 8).

### **Unpaid CRC Requests / Unsuccessful Payments**

CRC requests entered online but not yet paid for will be held in the ‘Pay for Pending’ section for a period of 14 days starting the day the request was entered. They will be deleted after that if, for any reason, they remain unpaid. The CRRP cannot process CRC requests if payment is not received.

To help organizations ensure CRC requests submitted are paid on time and, therefore, processed, CRC online has an alert feature. An “alert” message is automatically generated to the CRC Online Main Page to advise there have been CRC requests submitted that have not yet been paid. The “Pay for Pending” page lists the expiry date of each submitted request.

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## **4. Giving Access to Individual Applicants**

There are advantages to allowing individuals you are responsible for under the Criminal Records Review Act to key in their own request for a criminal record check through your organization’s profile in the online service. They are given a separate online page to sign into using a secure access code the organization provides. The applicants key in and verify their own information.

### **The Process**

The primary user signs in to the organization’s profile and selects “Generate Access Code”. A new, single-use number is generated (access code) and the web address to the site for individual applicants will pop up in a separate window which is to be printed and provided to the applicant.

When the applicant signs in using the access code, they will be presented first with the organization’s name and address as verification they are in correctly. The applicant is advised on screen that should there be a discrepancy in the organizations information and what deem to be correct, they can sign out and advise the organization of the problem.

The applicant is advised that there is a processing fee that must be paid, but that it does not have to be paid during their online session. How payment is to be made is to be discussed with the individual applicant – either the organization will pay the fee or the applicant will by giving the organization their own credit card information.

Once the applicant has keyed in their CRC request, the system asks the applicant to print the completed form, sign and date it, and provide the form to the organization. The organization’s responsibility is to ensure the signed copy is kept on file as outlined in the online service agreement. It is imperative that the organization monitor the “Pay for Pending” section of their CRC online account to ensure payment is submitted.

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## 5. Running Reports

This offers organizations the ability to view the status of criminal record checks submitted by their organization. An authorized organization user can generate reports by searching an applicant name and date of birth or a selected date range.

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## 6. Schedule Types

**Type A** – the individual is an employee working with children and does not qualify under any of the following schedules.

**Type B** – the individual is an applicant for membership to a governing body, is applying for, or has certification, or a letter of permission under the Independent School Act, or is a registered student in a post secondary education program that includes a practicum component involving work with children.

**Type C** – the individual is a volunteer, a resident aged 12 or older, or owner/operator of a licence-not-required child care facility.

**Type D** – the individual is an owner-operator applying for a child care facility licence, or a resident aged 12 or older at a licensed child care facility.

**Type E** – the individual is an employee or a volunteer at a licensed child care facility.

If it is unclear if an individual is included under the Act, please contact the Criminal Records Review Program for clarification.

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## 7. Definitions – Terms Used Within CRC Online

### Access Code

The CRRP provides registered organizations with access codes that serve as a ‘password’ to allow individuals to submit a criminal record check through the secure Criminal Record Check Online Service.

### Applicant

For the purpose of this process, an applicant means all individuals (current or new to their position or circumstance) who work with children directly or having or potentially having unsupervised access to children, in the ordinary course of employment, in the practice of an occupation, or during the course of an education program, and who are employed by or licensed by, or receive operating funds from the provincial government. Under the Criminal Records Review Act, criminal record checks are mandatory for, but not limited to:

- Members of governing bodies such as teachers, doctors, nurses, dentists, chiropractors, optometrists, and physical and massage therapists
- Independent School Teachers
- Licensed child care providers
- Licence-not-required child care providers registered with the provincial Child Care Resource and Referral Program
- School and hospital staff, including secretaries and cleaners
- Volunteers in child care facilities (licensed or licence-not-required) and licensed after school programs, but not to other volunteers or to individuals working with vulnerable adults.

- Residents age 12 and older, at licensed and licence-not-required child care facilities
- Registered Students with a post secondary institution in an education program that includes a practicum component involving work with children.

For a more thorough definition of who must consent to a criminal record check, refer to the Criminal Records Review Act: [www.qp.gov.bc.ca/statreg/stat/C/96086\\_01.htm](http://www.qp.gov.bc.ca/statreg/stat/C/96086_01.htm).

### **Applicant Service Number**

This is a unique identifying number which is generated for each criminal record check service created in the Criminal Records Review Program. The applicant service number is for tracking purposes.

### **BCeID**

The British Columbia Electronic Identity Program (BCeID) online service, offered through the B.C. Government's Corporate Authentication Program, enables citizens and businesses to identify themselves to secured government online services and access these services through the Internet with a single password.

### **BC Express Pay**

This is the B.C. Government's common interface for Internet credit card payment operated through the Ministry of Finance, Provincial Treasury.

### **Draw-down Account**

The organization deposits funds into an account with the Criminal Records Review Program from which fee payments are automatically drawn per requests for criminal record check submitted by the organization.

### **Electronic Payment Service Provider**

Global Payments Inc., Canada is the electronic payment service provider contracted to accept payments through the Internet, on behalf of the CRRP, to provide organizations with secure credit card processing. Global Payments has enabled a complete suite of Internet Gateway service providers designed to allow merchants to accept most major credit cards over the Internet in a safe and secure environment.

### **Contact**

Within the Criminal Record Check Consent form, the person identified as 'Contact' is the person in the organization to receive correspondence from the Criminal Record Review Program.

### **Criminal Records Review Program (CRRP)**

The Criminal Records Review Program is the part of the Ministry of Public Safety and Solicitor General. The program is responsible for processing criminal record checks under the Criminal Record Review Act in order to determine the risk an individual may pose when working with children. The Deputy Registrar makes the determination if the individual presents a risk.

### **Criminal Records Review Act (CRRRA)**

British Columbia's Criminal Records Review Act, which came into force January 1, 1996 was designed to help protect children from individuals whose criminal record indicates they pose a risk of physical or sexual abuse. Refer to the full Criminal Records Review Act for information such as definitions, the use of information, the effects of finding an individual is a risk.

### **Pending Criminal Record Check Requests**

CRC requests processed unsuccessfully online accumulate in this area awaiting payment from the organization so processing may begin. Submissions may stay in pending for a period of 14 days then they are deleted.

### **Pre-Authorized Credit Card**

The organization may opt to store their credit card information with the CRRP and give them pre-authorization to charge payments against that card each time a CRC request is submitted online.

### **Organization**

For the purpose of this process, an organization is, but not limited to: an employer, licensing agency, governing body, Office of Independent Schools, licensed and unlicensed child care facilities, that falls under the Criminal Records Review Act.

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## **8. Contacting the Criminal Records Review Program**

### **Mail Address:**

Criminal Records Review Program  
Ministry of Public Safety and Solicitor General  
PO Box 9217 Stn Prov Govt  
Victoria BC V8W 9J1

### **Phone:**

In Victoria: 250 387-6981

In Vancouver: Call Enquiry BC at 604 660-2421 and ask to be transferred to 250 387-6981

Elsewhere in B.C.: Call Enquiry BC toll-free at 1 800 663-7867 and ask to be transferred to 250 387-6981

### **Facsimile:**

For new Consent Form submissions with credit card payments *only*: 250 356-1889  
Main Fax: 250 356-5987

### **Website and E-Mail:**

For more information on the Criminal Records Review Program, visit:  
[www.pssg.gov.bc.ca/criminal-records-review](http://www.pssg.gov.bc.ca/criminal-records-review)

The contact information page on the CRRP website will allow you to send an e-mail inquiry to the program, and provides hours of operation.