powered by

Forrest Green Solutions

You have been invited by Bow Valley Hockey Society to apply for a Police Information Check w/VS for Volunteer with the Calgary Police Service. The cost of the background check has been covered by Bow Valley Hockey Society.

Complete the registration process to continue.

Registration Complete



Thank you for registering.

*** This is a registration notice only, you still need to log in then start and complete your background check.

Your account information is as follows: (please note that these are case sensitive)

- Username: xxxxxxxxx
- Password: xxxxxxxx

```
• A ... the upper case letter A (for example: Alpha)
• H ... the upper case letter H (for example: Hotel)
a ... the lower case letter a (for example: alpha)
• l ... the lower case letter l (for example: lima)
• p ... the lower case letter p (for example: papa)
• r ... the lower case letter r (for example: romeo)
• 0 ... the number zero
• 4 ... the number four
• ! ... the exclamation symbol
• % ... the percent symbol
```

SECURITY QUESTIONS: (these details you provided when you registered with the site)

#1: In what city does your nearest sibling live? -- x --

2 : What is your mother's maiden last name? -- x --

*** Please ensure that you keep your account details handy and secure. They will be needed should you need to log back in to your account in the future. ***

A copy of this notice has been emailed to you at the address you provided: (xxxxxx@xxxx.xx).

Please print this page for reference as a backup in case the email is filtered. If you do not receive anything shortly please check your spam and/or junk email settings.

Note: It may be necessary for the police service to contact you by email for additional information or to advise you of a problem with your application. Until you receive your completed police check, please regularly look in your "junk" and/or "spam" email folders to ensure our messages were not sent there as "junk" or "spam".

Once you have logged in, you will be able to change your password from the "My Password" link at the top of the page.

eMail: Calgary Police Service

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Types of Police Information Checks

About Us FAQ

Employer Info

You have been invited by Bow Valley Hockey Society to apply for a Police Information Check w/VS for Volunteer with the Calgary Police Service. The cost of the background check has been covered by Bow Valley Hockey Society.

To get started, you have several options:

- 1. Register a new account using the either of the following options:
 - click on the "Register" link at the top-right; or
 - click on the "Register For Your Police Background Check" button on the home page.
- 2. Log in to your existing account using either of the following options and enter the voucher number when prompted:
 - click on the "Login" link at the top-right; or
 - click on the "Already Have An Account" button on the home page.

Police Information Checks (PIC)

Welcome to the Calgary Police Service's online application system for vulnerable sector police information checks for eligible volunteers under the Volunteer Alberta, Volunteer Screening Program. This system allows you to apply for a police information check 24 hours a day without having to attend our facility. All aspects of the process - including verification of your identification and completed police information check results certificate - are handled electronically. If there are no concerns or follow-up required, you will receive an email with instructions on how to securely download your police information check certificate. You should then forward your results certificate to the organization with which you are volunteering. You will not be charged for this police information check as it is funded by Volunteer Alberta.

The estimated turnaround time for online applications in 10 business days.

PLEASE NOTE: This process is intended for persons living within Calgary city limits ONLY.

You cannot apply on behalf of another person. Authentication questions will be based on the applicant's personal credit file, and the questions are timed to ensure a prompt response and to further enhance security and privacy. If you fail to authenticate your identification, you will be required to upload photos of your two pieces of valid Government issued identification, one ID with a photo, and take a selfie holding the same two ID provided.

This process is intended only for persons living in Calgary and for volunteer positions eligible under the Volunteer Alberta, Volunteer Screening Program. If you need a police information check for a different purpose, please click here.

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Register For Your Police Information Check CLICK HERE >> Already Have An Account? CLICK HERE >>

This site is compatible with Internet Explorer 8+, Firefox 3.6+, Opera 11+, Chrome 2+, Safari 3.1+ and various mobile browsers. You should upgrade your browser if you do not meet these requirements. This site is designed for 1024x768 resolution.

Consumer Home Business Home

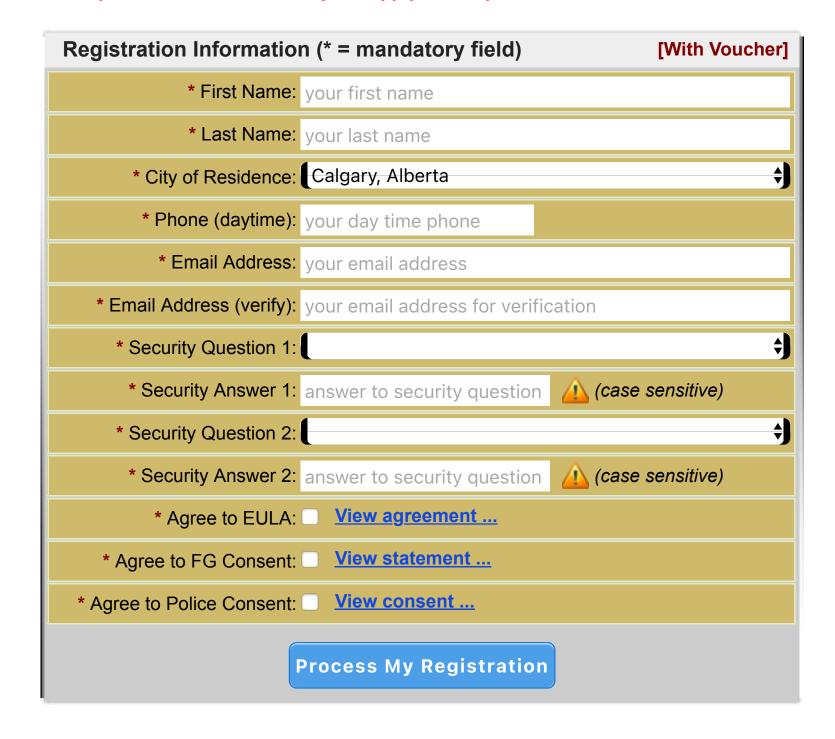
You have been invited by **Bow Valley Hockey Society** to apply for a **Police Information Check w/VS** for **Volunteer** with the **Calgary Police Service**. The cost of the background check has been covered by **Bow Valley Hockey Society**.

Complete the registration process to continue.

Monitor the email you registered with for any messages from CPS while your police information check is being processed (check your junk/spam folder). Your completed police information check will be sent electronically (or by mail in certain circumstances) and you will receive an email notification with more details at that time.

Registration Account Information

-- European Union residents may not apply to this platform. --





PLEASE NOTE: For privacy reasons, we strongly recommend that you use an email account to which only you have access, and that you can check regularly for messages from the police regarding the status of your application.

As part of the process, the police may need to send you email correspondence regarding your application. In some instances, these emails may contain highly confidential information concerning records found during their background queries, and requests for details to help determine whether or not those records belong to you, or another person with a similar name and/or birthdate.

For this reason, and to ensure your personal privacy, please keep this in mind when providing an email address in your account set-up.

eMail: Calgary Police Service

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For additional information, please contact:

Calgary Police Service eMail: Calgary Police Service

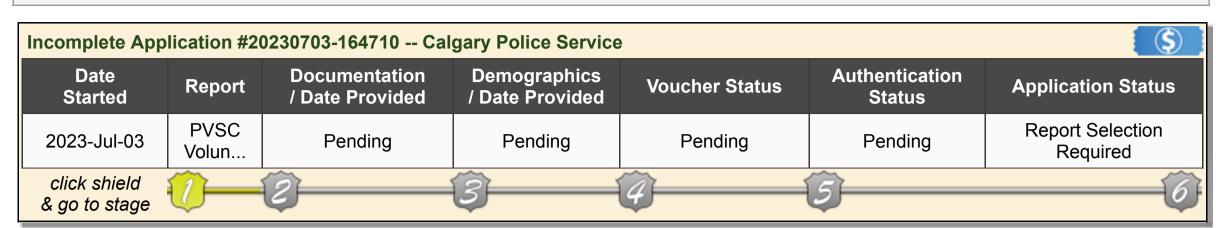
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About Us Contact **Application Status**

New Application

Bow Valley Hockey Society has paid for this Police Information Check w/VS for Volunteer.





Report Selection

Report Selection / Requirement (ensure your selection is correct, there are no refunds)

Why we may require your fingerprints:

As part of the vulnerable sector application process, one of the searches we conduct involves a query of the RCMP's national criminal record database. Your information is entered into the system and a search is done with an almost instantaneous response. If your name, birthdate and gender OR your birthdate and gender are the same as someone who has received a records suspension (Pardon) for sexual offences, the RCMP will not permit the police check to proceed without confirming whether or not you are the same person. This is done by taking your fingerprints and electronically transmitting them to the RCMP for comparison to the pardoned record(s). The results are returned to us, and in most cases we can then complete your police check within the timeframe you were advised. These prints are then destroyed.

At one time vulnerable sector searches were based on a name comparison only, however this was removed when it was discovered that individuals could defeat the process by obtaining a legal name change.

The primary reason for this is to ensure the protection of those people in our communities who are the most vulnerable.

For additional information, please visit the RCMP FAQ at http://www.rcmp-grc.gc.ca/en/faqs-about-vulnerable-sector-checks.

Special Information - Police Information Check w/VS

As you have chosen a Police Information Check w/VS, please be aware that the police may not provide this type of check if you are unable to adequately satisfy the required criteria:

- The position must be one of *trust and authority* towards vulnerable persons;
- You will be interacting with vulnerable clients in a largely unsupervised capacity;
- Contact with vulnerable persons will be **sustained and regular**.

If the position does not qualify for a Police Information Check w/VS, the would be more appropriate. The Calgary Police Service will make the final determination, and reserves the right to substitute a in place of a Police Information Check w/VS. If this is the case, you will be notified by e-mail prior to completion of the check. There are no refunds, full or partial, if an inappropriate report is selected.

If in doubt, we recommend that you speak to your employer before making the choice. Employers may contact the Calgary Police Service at (403) 266-1234 or by email at calgary@policesolutions.ca during business hours for clarification or further information.

Reason for the Police Information Check (VA)

(* denotes mandatory, no acronyms)

NOTE: Due to the nature of the Criminal Records Act and the RCMP rules governing this, only one (1) Volunteer and only one (1) Organization can be listed on your Police Information Check w/VS check. If you require a Police Information Check w/VS check for more than one (1) Volunteer or Organization, you must submit separate applications for which you may be required to pay if not under the Volunteer Alberta program.

* Volunteer:

Coach

Description of the position, such as board of directors, file clerk, ticket sales etc.

* Organization:

Bow Valley Hockey Society

Volunteer agency to which you are submitting this check to.

* Vulnerable Clientele Duties:

Minor Hockey Coach for Ages 3-17

? Responsibility details should include how you will be interacting with the clientele AND include their age range.

Vulnerable Sector (VS) Consent

(* denotes mandatory)

Completed when required by the Requesting Agency because you will be responsible for the well-being of children, the elderly, people with disabilities or other vulnerable populations. It is the Police Service that verifies that the position meets the requirements for a Vulnerable Sector Check (https://www.rcmp-grc.gc.ca/en/types-criminal-background-checks). A Vulnerable Sector Check is required when you will be in a position of trust or authority of vulnerable persons including children, the elderly and people with disabilities. A Vulnerable Sector Check involves a search of the automated criminal records (pardoned sex offender) retrieval system maintained by the Royal Canadian Mounted Police (RCMP) to identify the existence of sex offences for which a record suspension or pardon exists. A Vulnerable Sector Check also includes a search of local police records to determine if any patterns of behavior exist that may result in harm to a vulnerable person.

I consent to a search being made in the automated criminal records retrieval system maintained by the RCMP to find out if I have been convicted of, and have been granted or issued a pardon for, any of the sexual offences that are listed in the schedule to the Criminal Records Act. I understand that if, as a result of giving this consent, a search discloses that there is a record of my conviction for one of the sexual offences listed in the schedule to the Criminal Records Act in respect of which a pardon was granted or issued, that record shall be provided by the Commissioner of the RCMP to the Solicitor General of Canada, who may then disclose all or part of the information contained in that record to a police force or other authorized body. That police force or authorized body will then disclose that information to me. I understand that the Police Service will not disclose this information to the Requesting Agency without further consent from me.

* By checking this box, I Agree: <

Submit and Continue >>>

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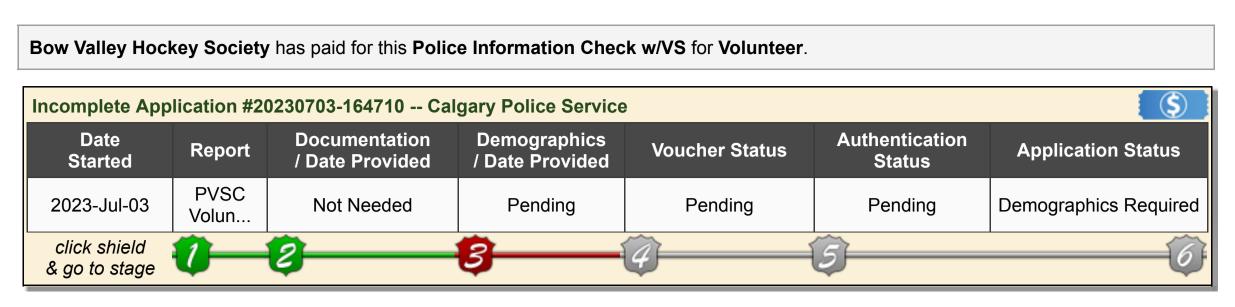


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New Application



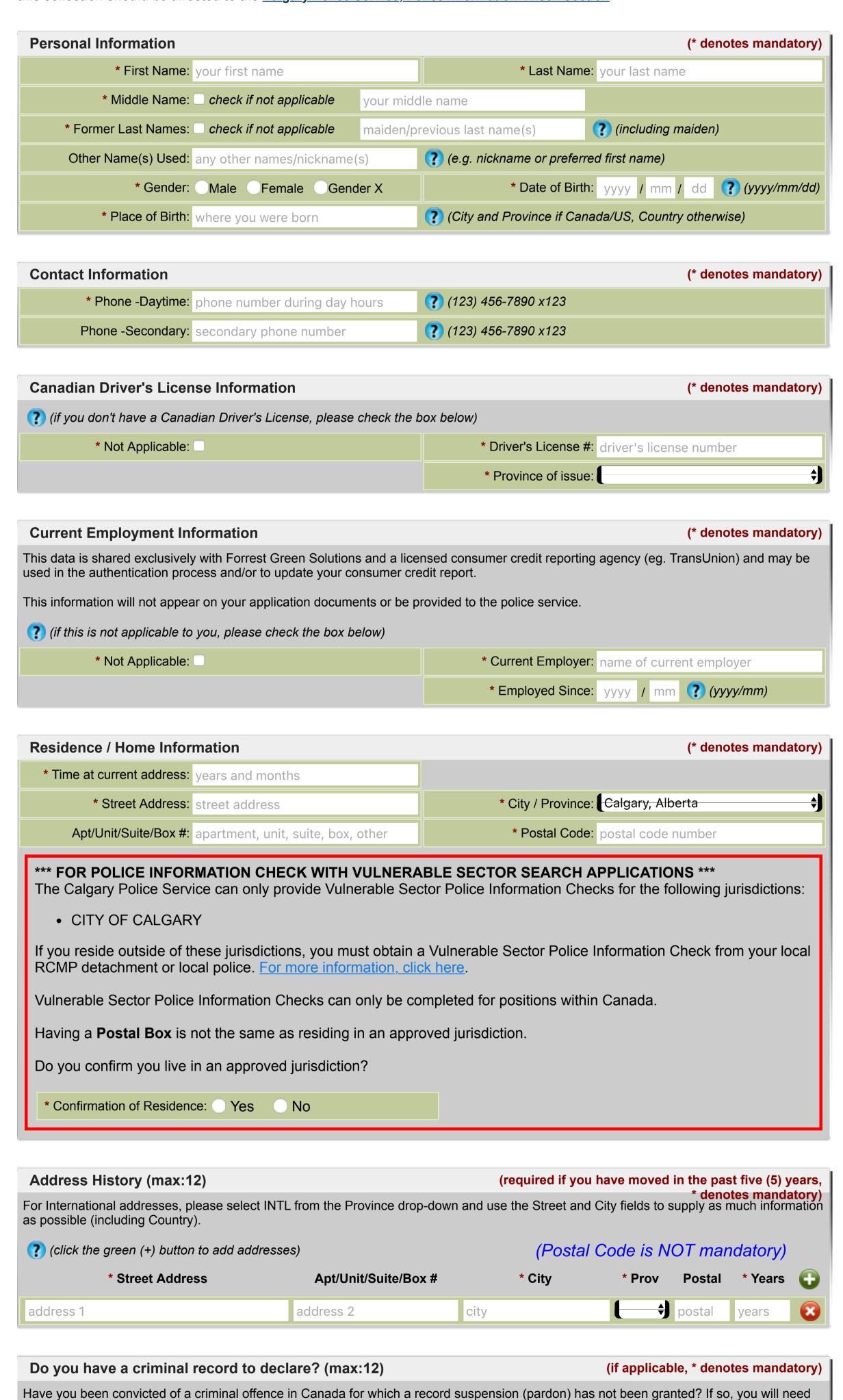


Application Status

Please fill in all mandatory and applicable fields. If you are unable to complete the forms at a single time, click the 'Save For Later' button at the bottom of the page and you may resume at a later time.

The fields here are based upon your selection at the start of a type of background check.

Personal information contained in this application process is collected pursuant to Section 33(c) of the Freedom of Information and Protection of Privacy Act of Alberta, and is collected for the purpose of processing this police record check. Questions concerning this collection should be directed to the <u>Calgary Police Service</u>, <u>Police Information Check Section</u>.



* Self Declaration: Yes No

to self-declare this record with as much detail as you can recall, including the date (even if you only recall the year), the offence(s) for which you were convicted, and the sentence (i.e. fine, probation, jail, etc.). This self-declared information will be compared to convictions we locate

• On occasion we may discover criminal record information for someone with a similar or same name and birthdate as yours. If this is the case, we will contact you for additional information, and/or to attend for elimination fingerprints. **Note that this does not apply to**

• If you have a criminal record but do not disclose it, and we discover the record during our database query, it will delay the processing of

your police check while we perform further work to confirm, including the requirement for you to attend for fingerprint comparison.

** Only valid data will be saved.

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Save For Later **

Please note:

Submit and Continue >>>

Additional fees may apply.

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during our queries, and will help us to confirm the information relates to you.

persons who have successfully obtained a record suspension (Pardon).

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Contact





Voucher Redemption

Please ensure the information below is accurate as it will be used for the Identity Authentication process. Once the voucher has been redeemed, these details cannot be changed, and you can only attempt authentication one (1) time. If it is incorrect, please go back to the Demographics page NOW and make any required updates before the application is locked. Once redeemed, any new or modified information will have to be provided to the police via e-mail to calgary@policesolutions.ca.

Information to be used for Identity Authentication - Please Verify				
First Name		Street Address		
Middle Name		Apt/Unit/Suite/Box		
Last Name		City		
Gender		Province		
Date of Birth		Postal Code		
Phone				

We use Moneris to process payment.

Please note that:

- 1. Calgary Police Service will have NO access to your consumer credit report, authentication questions or answers.
- 2. After redeeming the voucher, you will be given one (1) chance at authentication. If you fail it for any reason, you still have the ability to download and print your documentation and visit the police station in person. There can be many reasons for authentication failure, some of which are (but not limited to) session timeout, incorrect answers, browser/computer/internet connection on either end and navigating away from the question pages. Further, each question is individually timed and failing to answer a question in a timely fashion may result in an authentication failure.
- 3. Please ensure that you have sufficient time remaining in your session before proceeding. This is indicated by the count-down timer in the top-right corner of your browser. If there is insufficient remaining time, please begin a new session by logging out and then back in.

Please Note:

You may be contacted by the police to attend and submit your fingerprints.

As part of the vulnerable sector application process, one of the searches we conduct involves a query of the RCMP's national criminal record database. Your information is entered into the system and a search is done with an almost instantaneous response. If your name, birthdate and gender OR your birthdate and gender are the same as someone who has received a records suspension (Pardon) for sexual offences, the RCMP will not permit the police check to proceed without confirming whether or not you are the same person. This is done by taking your fingerprints and electronically transmitting them to the RCMP for comparison to the pardoned record(s). The results are returned to us, and in most cases we can then complete your police check within the timeframe you were advised. These prints are then destroyed.

At one time vulnerable sector searches were based on a name comparison only, however this was removed when it was discovered that individuals could defeat the process by obtaining a legal name change.

The primary reason for this is to ensure the protection of those people in our communities who are the most vulnerable.

For additional information, please visit the RCMP FAQ at http://www.rcmp-grc.gc.ca/en/faqs-about-vulnerable-sector-checks.

I Agree, Redeem and Continue >>>

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Please note: If you feel there are **errors or omissions** in your information, **DO NOT re-apply**. Email us with the information to be amended. We can edit this information in the system so everything appears correctly on the completed background check.

YOUR APPLICATION WILL NOT PROCEED UNTIL YOU AUTHENTICATE YOUR I.D.

CLICK THE BUTTON BELOW TO CONTINUE.

The following information will be used for the Identity Authentication process. This information was also displayed on the voucher redemption page and at that point you were able to make changes. If this information is incorrect, your only option is to contact the police via email.

Information to be used for Identity Authentication				
First Name		Street Address		
Middle Name		Apt/Unit/Suite/Box		
Last Name		City		
Gender		Province		
Date of Birth		Postal Code		
Phone				

We will be using the TransUnion Authentication engine to validate your identity.

Please be advised that your authentication session is subject to defined time limitations, including the time it takes to respond to each question. If you exceed time limits, your session will fail and you will be required to attend the police service in person with ID in order to complete the application process.

You will be asked a series of "out of wallet" questions - information based on your personal consumer credit data that a person would reasonably be expected to know without having to take time to look up answers or consult other sources. This ensures the integrity of the process, and that the person authenticating is actually the applicant themselves, and not someone impersonating you.

You will be given one (1) chance at authentication. If you fail it for any reason, funds will not be refunded. There can be many reasons for authentication failure, some of which are (but not limited to) session timeout, incorrect answers, browser/computer/internet connection on either end, navigating away from the question pages. Further, each question is individually timed and failing to answer a question in a timely fashion may result in an authentication failure.

Please ensure that you have sufficient time remaining in your session before proceeding. This is indicated by the count-down timer in the top-right corner of your browser. If there insufficient remaining time, please begin a new session by logging out and then back in.

Should you fail or abort the authentication process for any reason, you can download/print your invoice and filled in document. Please refer to emails received from the police for additional information. There will be no refunds, so please be certain you wish to proceed and that you have sufficient personal credit history to be able to utilize this process.

Please note that:

1. Calgary Police Service will have NO access to your consumer credit report, authentication questions or answers.

In the authentication process, you will be presented with questions and answers which are generated based on current information on your consumer credit report held by TransUnion.

The Police Service does not have access to any of the information contained in your consumer credit report.

From time to time, credit bureaus receive information that may be incorrectly added to your consumer credit report. It is your responsibility to periodically check your consumer credit report and correct any errors.

Therefore, you will be allowed one (1) incorrect answer. In the event that information in the multiple choice answers is incorrect, do not worry. Choose any answer and then answer the remaining questions to the best of your ability and contact TransUnion to get a copy of your report to correct the errors.

The correct answers are based on information currently on your consumer credit report. To obtain a copy of your credit report, please contact TransUnion at 1-800-663-9980 (prompt #1) or download/complete this form and mail it to TransUnion, Consumer Relations Centre, PO Box 338 LCD1, Hamilton, Ontario, L8L 7W2. Once you have received your credit report and verified your identity with them, they can help you understand why information has appeared.

Click 'Proceed With Authentication' to proceed with authentication. *Only click the button once.* Clicking the 'Proceed With Authentication' button more than once may result in a duplicate authentication attempt which will cause your authentication attempt to fail. Using the 'Back' or 'Refresh' button after you press the 'Proceed With Authentication' button will not stop the authentication process from commencing and may result in an authentication failure.

Proceed With Authentication >>>

Application History/Activity			
Who	Date	Activity	
Applicant	2023-Jul-03 05:06:13 pm	Voucher Redemption (if you do not proceed to and successfully complete the authentication stage, you will be required to visit the police station with your forms to verify your identification)	P05

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Authentication Question

These questions and answers are generated based on current information on your consumer credit report held by TransUnion.

The Police Service does not have access to any of the information contained in your consumer credit report.

From time to time, credit bureaus receive information that may be incorrectly added to your consumer credit report. It is your responsibility to periodically check your consumer credit report and correct any errors.

Therefore, you are allowed one (1) incorrect answer. In the event that information in the multiple choice answers is incorrect, do not worry. Choose any answer and then answer the remaining questions to the best of your ability and contact TransUnion to get a copy of your report to correct the errors.

The correct answer is based on information currently on your consumer credit report. To obtain a copy of your credit report, please contact TransUnion at 1-800-663-9980 (prompt #1) or download/complete this form and mail it to TransUnion, Consumer Relations Centre, PO Box 338 LCD1, Hamilton, Ontario, L8L 7W2. Once you have received your credit report and verified your identity with them, they can help you understand why information has appeared.

Question #1	time allowed: 120s / time taken: 22s		
What are the last four(4) digits of your Social Insurance Number? [176]			

Abandon/Cancel **

Submit Answer >>>

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^{**} Identity Authentication process will be abandoned. To complete this application, you will need to visit in-person.

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Bow Valley Hockey Society has paid for this Police Information Check w/VS for Volunteer.





Application Status

Your police information check application has been submitted and will go into a queue based on the date it was paid for.

**** If you received a message that you failed authentication, you must follow the instructions and upload your ID before we continue with the application. ****

We will send you an e-mail when your police information check has been completed.

We will send you an e-mail if we have any questions or need further information.

Please note: if you submitted a Vulnerable Sector screening application, you will be notified by e-mail if you are required to submit fingerprints. The reason for this was explained when you selected Vulnerable Sector screening. In these cases, the police will be unable to process your VS check without fingerprint submission. Only a small percentage of VS applicants will require fingerprints.

Please note: If you feel there are **errors or omissions** in your information, **DO NOT re-apply**. Email us with the information to be amended. We can edit this information in the system so everything appears correctly on the completed background check.

Thank you for using our on-line process. To log out, please <u>click here</u> or on the "Log Out" link at the top of the page.

Application History/Activity			
Who	Date	Activity	
Applicant	2023-Jul-03 05:10:03 pm	Submitted To Police Your police information check application has been submitted and will go into a queue based on the date it was paid for. **** If you received a message that you failed authentication, you must follow the instructions and upload your ID before we continue with the application. **** We will send you an e-mail when your police information check has been completed. We will send you an e-mail if we have any questions or need further information. Please note: if you submitted a Vulnerable Sector screening application, you will be notified by e-mail if you are required to submit fingerprints. The reason for this was explained when you selected Vulnerable Sector screening. In these cases, the police will be unable to process your VS check	
		without fingerprint submission. Only a small percentage of VS applicants will require fingerprints.	
System	2023-Jul-03 05:10:03 pm	Pre-filled Document Package (ID Authentication)	
Applicant	2023-Jul-03 05:10:03 pm	Authentication Passed	
Applicant	2023-Jul-03 05:06:57 pm	Authentication Started	

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