

Applicant ePIC online Police Information Check system for Calgary Police Service

<http://www.calgary.ca/cps/Pages/home.aspx> Select Police Information Check, Calgary Police Service – Website access



**SELECT ICON**

**ON RIGHT HAND SIDE OF SCREEN**

## **BEGIN YOUR POLICE INFORMATION CHECK**

Start a Police Information Check (PIC) by clicking on the “*Perform a Personal Police Information Check*” button.

The screenshot shows the top section of the website. On the left is the Calgary Police Service logo. In the center, it says 'Processing Submissions Received On May 10th, 2014' and 'POLICE INFORMATION CHECK'. On the right is an 'Exit Application' button. Below this is a 'Welcome' section with a photo of a man and children, followed by placeholder text. To the right of the photo are four buttons: 'Perform Personal Police Information Check' (green), 'Create Agency Account Profile' (blue), 'Login With Existing Account' (red), and 'Would you like to leave feedback?' (light blue). Below the photo are sections for 'Questions' and 'More Information' with links to external websites.

## EXIT OR SAVE THE APPLICATION

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There are 14 steps involved in completing a PIC Application. You may exit or save the application at any time or choose to have the system erase all of the personal information and uploaded documents that you have included.

### Exit Application ✕

You are about to exit the application. What would you like to do with your current submission?


- **Save Application for Later**  
You can exit the system and save your application to be continued again in the future. The Police Information Check Unit will hold your application information for **14 DAYS** since you started your submission.  
  
Your application information will automatically be deleted from the system after **14 DAYS** from the application start date if not submitted.
- **Delete Application**  
You can exit the system and abandon your application which will result in your application information being deleted completely from the system. Once you have chosen this option, your application **CANNOT** be continued.  
  
If you have successfully passed an identification check with Equifax, your account information will remain on the system for **14 DAYS** as to avoid multiple identification checks with Equifax. All other personal information will be removed from the system.

### SAVE APPLICATION FOR LATER

Your application may be saved for 14 days since the start of your submission, and can be resumed at any time. If the application is not submitted within 14 days, the application will automatically be deleted from the ePIC Online System including all personal information and uploaded documents.

## QUESTIONS

Use the *Questions* section to assist you to find out further information. Click on the question to view a pop up to find out more.



### Welcome

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- ✓ Perform Personal Police Information Check
- 📁 Create Agency Account Profile
- 👤 Login With Existing Account
- 🗣️ Would you like to leave feedback?

#### Questions

- What is a Police Information Check?
- What databases are searched?
- What information will be disclosed on a Police Information Check?

## LEAVE FEEDBACK

At any time during the application, leave your feedback by clicking on the “Would you like to leave feedback” button located at the bottom of each screen. Rate Calgary Police Services website or services and/or leave specific feedback.

## PROCESS

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### STEP 1 OF 14 - CHECKLIST

The *Checklist* page is the first page displayed when starting the PIC (Police Information Check) application online. This page will summarize all of the information and documents required to successfully submit an application. The purpose of this page is to identify all information and documents required prior to advancing too far into the process.

Be sure to read through the checklist thoroughly before advancing through PIC application by clicking the “*Continue*” button.

### STEP 2 OF 14 – GETTING STARTED

This is the first page that the ePIC Online System will begin to collect your information. All questions on this page are required.

## Getting Started

Step 2 of 14

Please provide the following details for your application.

**Do you currently live in Calgary?**

Yes  No

**How long have you lived in Calgary?**  
If you have ever moved away from Calgary *ONLY* list the most recent length of time since moving back to Calgary.

Years	Months
<input type="text" value="0"/>	<input type="text" value="0"/>

**Are you 18 or older?**

Yes  No

**What are you applying for:**

- Employment
- Volunteer
- Adoption
- Immigration
- Paid Practicum
- Unpaid Practicum
- Security Guard / Locksmith / Private Investigator
- SSIA Business Licence for a Director and/or an Officer of the Business (Any owner or partner of a security business)
- Other

I acknowledge it is a criminal offence to provide falsified information. This includes any required documentation, fraudulent use of any identification, and credit or debit card information.

Once you have provided answers and they have been validated by the ePIC Online System, you can advance in the application process by clicking the “Continue” button.

If an answer you have provided is not valid, you will not be able to continue with the online application. An error message will appear indicating the reason your application is not valid.

### STEP 3 OF 14 – AGENCY INFORMATION

The *Agency Information* page will allow you to identify and associate an agency with the PIC.

#### Agencies

The agency is the one requesting completion of the PIC for either employment, volunteer, adoption, paid / unpaid practicum or security purposes. The agency information will be associated with the PIC application to help aid the PICU employee performing the check to know what agency they are dealing with, and whether the agency requires a Vulnerable Sector Search. The other important reason for associating an agency with a PIC application is whether the agency has indicated if they are responsible for the payment of the PIC for the application. The agency has the capability to indicating the responsibility of payment under the creation of their profile on the ePIC Online System.

The agencies available on this page are all of the agency account profiles previously created and approved by the CPS PICU Administration.

If an agency does not have a profile, an error message will appear. Follow up with the agency and instruct them to create an agency account on the system before continuing with your Police Information Check.

## Agency Information Step 3 of 14

Please select the agency you are doing the Police Information Check for.

Your agency must create an account before you are able to apply online. You may contact the agency to have them register, or you may attend in person to any of our locations to apply for your police check:

<http://www.calgary.ca/cps/Pages/Public-Services/Police-Information-Checks-Locations.aspx>

**Which agency are you applying for?**

Conestoga Rovers & Associates

**Is this Police Information Check a new or renewal application for hte agency?**

New Application  Renewal Application

*A **new application** is when you are new to the agency and you have not previously completed a Police Information Check for them.*

*A **renewal application** is when you are currently active with this agency and they are requesting you to renew your Police Information Check.*

## STEP 4 OF 14 – CONSENT TO SEARCH AND DISCLOSE OF PERSONAL INFORMATION

The *Consent to Search and Disclose of Personal Information* page will prompt you to review the terms of conditions and agree prior to moving forward with the PIC application. You must agree to each of the 4 pre-determined checkboxes available on the page prior to advancing in the PIC application process.

Once each of the “*I Agree*” statements have been read through carefully and checked off, you can advance in the application process by clicking the “*Continue*” button.

### Consent to Search and Disclose of Personal Information Step 4 of 14

#### Terms of Conditions

I do hereby consent to the search and disclosure by the Calgary Police Service (CPS) of the following records pertaining to me:

- Youth Criminal Record (for which a pardon has not been granted)  
**\*\*Pursuant to the *Youth Criminal Justice Act*, the collected information can only be disclosed to the individual and not to the agency.**
- Youth: Extra-Judicial Sanctions/Alternative Measures  
Pre-Charge: Disclosed if in the public interest. The Calgary Police Service will make the determination on a case-by-case basis.  
Post Charge: Disclosed for a 1 year period from date of completion.
- Adult Criminal Record (for which a pardon has not been granted)
- Record of any Absolute Discharge (disclosed for a period of 1 year)  
Conditional Discharge (disclosed for a period of 3 years)  
Stay of Proceedings (disclosed for a period of 1 year)
- Adult Alternative Measures (Disclosed for a period of 1 year from the date of completion)
- Pending charges, outstanding warrants and ongoing investigations
- Probation order, prohibition orders, peace bonds, recognizance orders, and any other judicial orders which are in effect
- Record of not criminally responsible by reason of mental disorder pursuant to section 16(1) of the *Criminal Code* (will be disclosed only if it is determined to be in the public interest. CPS will make the determination on a case-by-case basis).
- Relevant occurrence reports - this may include any relevant occurrence which is not included in the above records or orders and which is determined by the CPS to be relevant to the position being applied for. **A relevant occurrence may not have resulted in charges being laid, but will be reported if there is potential risk to public safety.**
- Vulnerable Sector Record Search (pardoned sex offender) - a search will be conducted for all individuals in a position of trust that will be working or volunteering with vulnerable people. (Note: Vulnerable people are individuals who are at a greater risk of being harmed than the general population, because of age, disability, handicap or circumstances, whether temporary or permanent).

NOTE: Police Information Checks can only provide information found at the time of the check, based on information provided by the applicant. The Calgary Police Service does not guarantee completeness of the above listed disclosures, and is limited to the information available on search databases. The search does not include information found in any other jurisdiction's local police information systems; nor does it include court information from any other provinces, except convictions registered on the National Repository for Canada, and information entered onto the Canadian Police Information Centre system. **THIS CHECK IS BASED ON CANADA-WIDE INFORMATION ONLY.**

**WHERE APPLICATION IS BEING MADE THROUGH AN AGENCY:**

<input checked="" type="checkbox"/> I agree	I understand that <u>any interactions</u> I have had with police may be disclosed, including mental health occurrences, if they are deemed to be relevant.
<input checked="" type="checkbox"/> I agree	I understand that upon release of the above information, the Calgary Police Service waives any responsibility for the use, application or dissemination of such information by me or by the agency.
<input checked="" type="checkbox"/> I agree	I agree to waive and forever discharge the Chief of Police and the Calgary Police Services (CPS) from all manner of actions, causes of action, proceedings, claims, losses, damages, demands and expenses of whatsoever kind which may be brought or made against the CPS or which the Chief or the CPS may suffer, sustain or pay as a result of, or connected to, the search, collection and release of this information.
<input checked="" type="checkbox"/> I agree	I understand that any specific disclosure information will only be released to me.

[Back](#)[Continue](#)

## STEP 5 OF 14 – CREATE ACCOUNT

An account must be created. This account will allow you to return to your application in the future, check on the status of an application submission or review results and share results with agencies available in the system.

### Account Email Confirmation

Once you have received the automated email notification and clicked on the link in the email to verify your email address, you will automatically be redirected to the PIC online system to continue with the process of submitting your PIC application.

## STEP 6 OF 14 – SUPPORTING DOCUMENTATION

The *Supporting Documentation* page will collect the required government issued photo identification and / or non-photo identification.

You must upload a maximum of two (2) pieces of identification with at least one (1) being from the photo identification column.

## Supporting Documentation Step 6 of 14

Please select the two pieces of government identification to be used, one must be photo identification. Below is the **only** acceptable identification.

**Note:** If the identification that you upload does not match your selection your application will be rejected and **no refund** will be issued.

<h3>Acceptable Valid Government Issued Photo Identification</h3> <p><b>One must be selected from this column</b></p> <ul style="list-style-type: none"><li><input checked="" type="checkbox"/> Driver's Licence</li><li><input type="checkbox"/> Alberta Photo Identification Card (Issued through Registry Agent Offices)</li><li><input type="checkbox"/> Passport</li><li><input type="checkbox"/> Permanent Resident Card</li><li><input type="checkbox"/> Firearms Licence</li><li><input type="checkbox"/> Nexus Card</li><li><input type="checkbox"/> Secure Certificate of Indian Status Card (Federally issued)</li><li><input type="checkbox"/> Aviation Document Booklet</li></ul>	<h3>Acceptable Valid Government Issued Identification</h3> <ul style="list-style-type: none"><li><input type="checkbox"/> Provincial Healthcare Card</li><li><input checked="" type="checkbox"/> Birth Certificate</li><li><input type="checkbox"/> Marriage Certificate</li><li><input type="checkbox"/> Immigration Papers</li><li><input type="checkbox"/> Citizenship Card (Issued within the last 5 years)</li><li><input type="checkbox"/> Citizenship Certificate</li></ul>
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### Uploads

Please provide the selected government identification for your application below. **Please ensure the photo portion information is viewable.**

#### Driver's Licence

Allowed extensions: .pdf, .doc, .docx, .xls, .xlsx, .jpg, .gif, .png, .tif

File

#### Birth Certificate

Allowed extensions: .pdf, .doc, .docx, .xls, .xlsx, .jpg, .gif, .png, .tif

File

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## STEP 7 OF 14 – YOUR PERSONAL INFORMATION

The *Your Personal Information* page will prompt you with the questions required to verify your identity. The information collected on this screen will be passed directly through to initiate an identification check by Equifax eIDVerifier.

### Your Personal Information Step 7 of 14

Please provide the following details about yourself. This information will be used to help validate your identity with Equifax. Your information will only be retained by Police Information Check Unit for 14 days.

**This is NOT a credit check and will have NO bearing on your credit score.**

**First Name**

**I do have a middle name**  
 **I do not have a middle name**

**Middle Name**

**Last Name**

**Date of Birth (YYYY/MM/DD)**

**Place of Birth**   
(City / Province (State) / Country)

You must be 18 years of age to complete the ePIC application.



## **STEP 8 OF 14 – VERIFY YOUR IDENTITY**

The questions asked on this page will be populated as a result of the previous page *Step 7 – Your Personal Information* and will be subject to change based on the requirements identified by Equifax and the eIDVerifier.

If your identity was successfully verified, you will be advanced to Step 9.

If your identity is not successfully verified, an error message will appear. If you receive this message, you must exit the application and attend in person at one of the CPS Locations identified. All information will be automatically deleted from the ePIC system.

## **STEP 9 OF 14 – APPLICANT INFORMATION**

The *Applicant Information* page will collect all of the detailed information required. This information will include personal information, birth date information, place of birth, telephone numbers, current residing address and mailing address (if different from current residing address).

# Applicant Information

Step 9 of 14

Please provide the following details for your application.

## Your Current Family LAST NAME

Smith

## First Name

Timothy

## Middle Name(s)

Grant

## Alias/Nickname/Preferred Name

Timothy

Have you used any other names? (Birth, married, previous names or legally changed your name)

Yes  No

If 'Yes', Provide Other Names

First Name

First Name

[+ Add Another Name](#)

## Gender

Male  Female

## Date of Birth (YYYY/MM/DD)

1982 11 12

## Place of Birth (City)

Kitchener

## Place of Birth (Province)

Ontario

## Place of Birth (Country)

Canada

## Home Phone

(403) 271-2000

## Work Phone

(403) 271-2000

## Cell Phone

(226) 220-0229

## Your Current Residing Address

Please ensure to use your **OWN** address not another person or agency address.

### Street Number and Name

3445 - 114th Avenue SE, Suite 205

### City

Calgary

### Province

Alberta

### Postal Code

T2Z 0K6

## Your Mailing Address (Only if different from current residence)

Please ensure to use your **OWN** address not another person or agency address.

**PLEASE NOTE:** Police Information Check Unit cannot send to 3rd parties.

### Street Number and Name

3445 - 114th Avenue SE, Suite 205

### City

Calgary

### Province

Alberta

### Postal Code

T2Z 0K6

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## **STEP 10 OF 14 – REASON FOR APPLICATION**

The *Reason for Application* page will collect the information regarding why you are performing the PIC online and also collect any supporting documentation to identify if you are applying for a legitimate volunteer or unpaid practicum position. The questions displayed on the page are dynamic and change based on your answers.

Reponses to specific questions may trigger further questions.

You may apply for a police check for one of the following reasons:

1. Employment
2. Volunteer
  - You will be able to upload a letter from the Volunteer Organization
  - A Volunteer Organization Authorization Number (VOAN) should appear on the letter if the organization is registered with Volunteer Alberta
  - If a volunteer letter issued from the volunteer agency is unavailable, you will be charge the standard fee for your PIC
3. Adoption - the application will be automatically identified as a Vulnerable Sector Search.
4. Paid Practicum
5. Unpaid Practicum
  - You will be able to upload a unpaid practicum letter issued from your institution
  - If an unpaid practicum letter issued by the agency is provided, the fees for the PIC application will be lowered to \$15 and you will not be charged the standard full fee.
6. Security Guards
7. SSIA Business Licence for a Director and/or an Officer of the Business

## STEP 11 OF 14 – SELF DECLARATION FORM

The *Self-Declaration Form* page will only be displayed if you have opted to complete the Self-Declaration form online in *Step 1- - Reason for Application*. This page will collect all Canadian offences.

### Self-Declaration Form

Step 11 of 14

Please list the following information on this Self-Declaration in order to waive the verification requirement to allow the Police Information Check Unit to disclose this information directly to yourself.

#### Offences

Please provide details on **ALL CANADIAN** convictions.

#### Offence 1

Please indicate the conviction details in full and the conviction date to the best of your knowledge.

<b>Offence</b>	<b>Disposition / Sentence</b>
<input type="text"/>	<input type="text"/>
<b>Date (YYYY/MM/DD)</b>	<b>Location of Court</b>
<input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>

I agree **I certify that the information in this Self-Disclosure of Personal Information is true and accurate to the best of my ability.**

## STEP 12 OF 14 – SUMMARY OF PAYMENT

This page will only appear if you are required to pay a fee for the PIC application.

### Summary of Payment

Step 12 of 14

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#### Payment Summary

Description	Quantity	Price
Police Information Check	1	\$30.00
SUBTOTAL:		\$30.00
TOTAL:		\$30.00

\*\* All prices are in Canadian dollars \*\*

[Back](#) [Continue to Pay Online](#)

## STEP 13 OF 14 – PAYMENT


If you are required to pay, you will be redirected to the City of Calgary ePayment application. This is handled through The City of Calgary-Beanstream. A secure site for ePayment

## STEP 14 OR 14 – SUCCESS

Once the application has been successfully submitted, a *Success* page will be displayed. If you identified yourself as a volunteer PIC with an authorized VOAN number attached. If your PIC application was submitted for an agency that covers payments, payment for fees are not required.

## RETURNING APPLICANTS

Easily log into the application through the main website of the ePIC Online System. To access the ePIC Online System, go to <http://www.calgary.ca/cps/Pages/home.aspx>




CALGARY  
POLICE  
SERVICE

Processing Submissions Received On  
**May 10th, 2014**

Exit Application ↗

### POLICE INFORMATION CHECK



## Welcome

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✔ Perform Personal Police Information Check

📁 Create Agency Account Profile

👤 Login With My Existing Account

### More Information

- Alberta Volunteer Website  
<http://voan.volunteeralberta.ab.ca/>
- RCMP Vulnerable Sector  
<http://www.rcmp-grc.gc.ca/cr-cj/vulner/index-eng.htm>

Click on “Login with My Existing Account.” You may login as an applicant or an existing agency.

## Login With Existing Account

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Are you an existing applicant?

Are you an existing agency?

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## APPLICANT LOGIN

The *Applicant Login* page will prompt you with a secure email and password prompt to access your personal dashboard on the ePIC Online System which allows you to access your previously saved application or previously submitted application results for review. The email and password to access your secure personal dashboard was created when you submitted your online application.

### Applicant Login

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#### Provide Your Credentials

Email

Password

[Login](#) [Clear](#) [Want to create an account?](#)  
[Forgot your password?](#)  
[Go Home?](#)

## Forgot Password

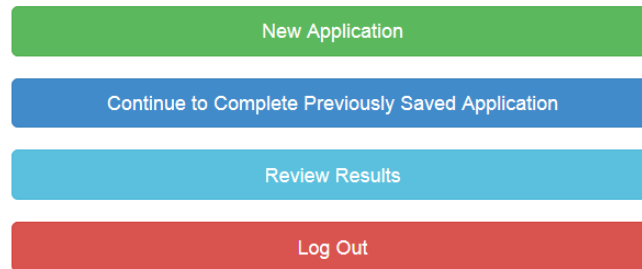
If you have forgotten the password for your account created during the PIC application process, choose “Forgot your password?”. The forgot password function will prompt you for the email address you used when completing your PIC application, and will automatically send an email notification to you with next steps on how to reset your password.

## Dashboard

Once you have successfully logged in, the dashboard will appear.

## Dashboard

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Select any of the following options including creating a new application, continue to complete a previously saved application, review the results of a previous submitted application or log out of the ePIC system.

### **New application**

This will only be available if you do not already have a previously save application.

### **Continue to Complete a Previously Save Application**

You many only resume a previously saved application within 14 days since the start of the submission. Otherwise the previously save application will be automatically deleted from the ePIC system including all personal information and uploaded documents.

When you choose this option, you will automatically be redirected to the last step saved in the previous save application. All information entered and documents uploaded will be retained.

This option will only be available if you have previously saved an application.

### **Review Results**

Easily view previously submitted application results online.

### **Logout**

Securely log out of the dashboard and return to the main welcome screen. Once logged out of the secure area, all information available within the secure area will be unavailable and securely cleared from the browser.

### **Your Submitted Application**

The *Your Submitted Application(s)* page allows you to easily view previously submitted application results online. The results displayed on this screen are individual Police Information Check applications and their current status in the background check process.



## Your Submitted Application(s)

Welcome to Your Submitted Application(s) for the Police Information Check Unit - Calgary Police Service.

Your results are only available for **6 months**; after which they will be purged from the system.

Reference #	Date Submitted	Agency	Type	Vulnerable Sector Completed	Status
20140301-00005	03/01/2014 17:54	eSolutionsGroup	Employment	No	Processing
20140102-00001	02/01/2014 16:00	ABC Company	Volunteer	Yes	Rejected
20140101-00001	01/01/2014 16:00	Conestoga Rovers & Associates	Volunteer	Yes	Clear

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The columns displayed in the listing are the following:

- **Reference #**  
The Reference # column is the automatically generated number assigned to each submitted PIC application and displayed on successful submission. The Reference # is used to quickly refer to the PIC application if you or agency requires assistance or has questions related to the PIC application.
- **Date Submitted**  
The Date Submitted column is the date the PIC application was completed and submitted to the CPS PICU for review.
- **Agency**  
The Agency column is the agency selected during the PIC application when identifying which agency the PIC is being requested by.
- **Type**  
The Type column is the value selected during the PIC application when identifying the reason why the PIC is being requested.
- **Vulnerable Sector Completed**  
The Vulnerable Sector Completed column is the value provided by the CPS PIC if the PIC was put through a Vulnerable Sector Search.
- **Status**  
The Status column is the current status of the PIC application in the queue. The available values are defined by the CPS PIC system:
  - Processing

- Rejected
- Completed

The results displayed on the *Your Submitted Application(s)* will only be available for **6 MONTHS**. After which, the results will be automatically deleted from the ePIC Online System including all personal information, uploaded documents and results.

### Your Application Result

The *Your Application Result* page will display the result documents of a previously submitted application that has been reviewed and responded to by the CPS PICU.

Easily view the result documents online by clicking the “View” option which will allow you to view the document in read only mode. The document cannot be printed or saved to the desktop.

The applicant has the ability to share any of the result documents with an agency registered in the ePIC Online System. The application can initiate this process by clicking the “Share” button beside each result document they would like to share with an agency. This option, when clicked, will automatically redirect the applicant to the *Share Your Application Result*

The results displayed on the *Your Application Result* will only be available to the applicant for **6 MONTHS**. After which, the results will be automatically deleted from the ePIC Online System including all personal information, uploaded documents and results.

### Your Application Result

You are currently viewing the result of your Police Information Check dated 02/01/2014 16:00 with the reference number 20140101-00001.  
 Your result is only available for **6 months**, after which it will be purged from the system.

Document	Format		
Clear VS Letter	Microsoft Word	<a href="#">View</a>	<a href="#">Share</a>
Clear Non-VS Letter	Microsoft Word	<a href="#">View</a>	<a href="#">Share</a>
Explanation Letter	Adobe PDF	<a href="#">View</a>	<a href="#">Share</a>

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### Share Your Application Result

Share the result document with an agency registered in the ePIC Online System. If you wish to share the result document with an agency that is not registered in the ePIC Online System, you can ask the agency to register online and create an account to be reviewed and approved by the CPS PICU Administration.

## Share Your Application Result

Please indicate the agency you would like to share your result with:

### Available Agencies

Select the agency from the list below and click the *Share* button to grant access to your result.

Conestoga Rovers & Associates - 3445 - 114th Avenue SE, Suite 205 Calgary, Alberta T2Z 0K6

✔ Share Results

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### Selected Agencies

#### Conestoga Rovers & Associates

3445 - 114th Avenue SE, Suite 205  
Calgary, Alberta  
T2Z 0K6

#### eSolutionsGroup

3445 - 114th Avenue SE, Suite 205  
Calgary, Alberta  
T2Z 0K6

You will be able to share their result document with any of the agencies registered in the ePIC Online System by using the search prompt to type in the agency name. Once you identify the correct agency you would like to share with, click on the name of the agency and click the “Share” button. This option, when clicked, will automatically send individual email notifications to the agency contact(s). You will receive an email to confirm that the result document has been shared with the agency.

✔ **Successfully Shared Result with Agency**

You have successfully shared this result with Conestoga Rovers & Associates.

If you have finished sharing results, we recommend that you use the *Logout* button.

Otherwise, if you would like to continue sharing your results please use the *Close* button.

Logout Close

You must share the results of your PIC application with the original agency that was indicated in your original PIC application before sharing the results with another agency.

If you attempt to share a result that is not a Vulnerable Sector Search with an agency that has been marked as Vulnerable Sector Search, a new application will need to be completed for this agency.

Some agency will not accept shared results. If you receive an error message indicating that the agency will not accept shared results, you will need to make a new application with the agency you selected.