

myBackCheck Applicant User Guide

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Table of Contents

New User – Steps to registering for a personal myBackcheck account3

Completing Your Background Check6

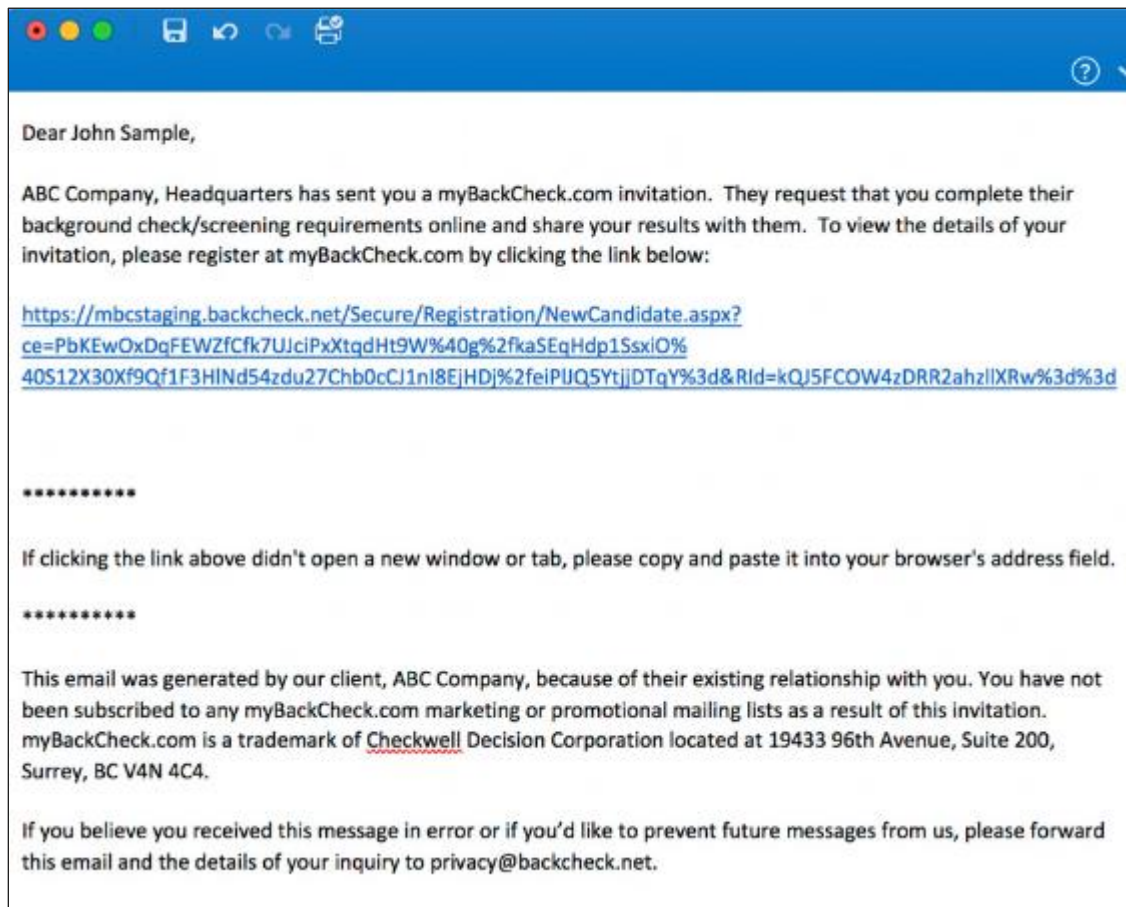
Verifying Your Identity Using Electronic ID Verification.....10

Support.....11

New User – Steps to registering for a personal myBackcheck account

Accessing the link sent by the organization:

The email invitation will be from requests@mybackcheck.com, and have **APEXA (Operational)** in the subject line. Click the link in the email you have received. If clicking the link does not work, copy and paste it into your browser.



*If you have an existing account with myBackCheck, the link will direct you to www.mybackcheck.com to log in. If you have forgotten your username and/or password, click **Trouble logging in?** or call our support team at 1-877-455-6730

For Individuals

Share your results where you work or volunteer... [Read more](#)

→ **Start your background check now!**

Already have an account? Log in here. **Trouble logging in?**

User Name

Password

Log In

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.

*If you have an existing account with myBackCheck, please click on **Login Now**.

myBackCheck.com
Order - Store - Manage & Share your background check

Welcome | Log out | About | FAQ | Contact | Français

[myAccount](#) | [Inbox](#)

Account Registration for Individuals

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](#).

General Preferences

Language
English

Your Profile Information

First Name *
Last Name *
Province *
Date of Birth (YYYY/MM/DD) *
Email *
Verify Email Address *
Phone Number (including Area Code) *
Phone Extension
Choose a User Name *

Getting Started

- Create Account.**
Enter a username, password and some security questions to create your personal account.
- Check Your Email.**
We will send you an email with a link to activate your account (for security purposes).
- 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.

Already have an account?

[Login Now](#)

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.

Password *
Re-enter Password *

Security Questions

Who was your childhood hero? *
What high school did you attend? *
What is your favourite song? *
What is your favorite sport? *
What is your mothers maiden name? *

Register

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.

M

myBackCheck.com <newuser@mybackcheck.com>
Activate your myBackCheck.com account

Thank you for registering with myBackCheck.com!

Please click the link below to activate your account so you can log in.
<https://www.mybackcheck.com/Public/VerifyEmail.aspx?EID=njhOcN7pIS%2fbyKF6gXiPmjf2RVH0%40gwpTmfavYbh81cAT76aDwyAgyk6kkPBmbgYnRcvkm6bdp1HejokoUJEVUKhS1cytWeuNBbaZBEjGpRFBxVlrRbhotV9yWaZ0L1OFPI%2fU4c8J57bONQab2ws9fSym5r8o8Rp086qlcjtFM%3d&lang=1>
This link will expire in 72 hours

If clicking the link above didn't open a new window or tab, please copy and paste it into your browser's address field.

myBackCheck.com
Order • Store • Manage & Share your background check

Home

Your email has been verified and you have successfully opened your personal account.

Please log in and initiate your check.

Log in to your account here. Trouble logging in?

User Name
Password

Log In

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.

For Individuals

Share your results where you work or volunteer... [Read more](#)

Start your background check now!

Already have an account? Log in here. Trouble logging in?

User Name

Password

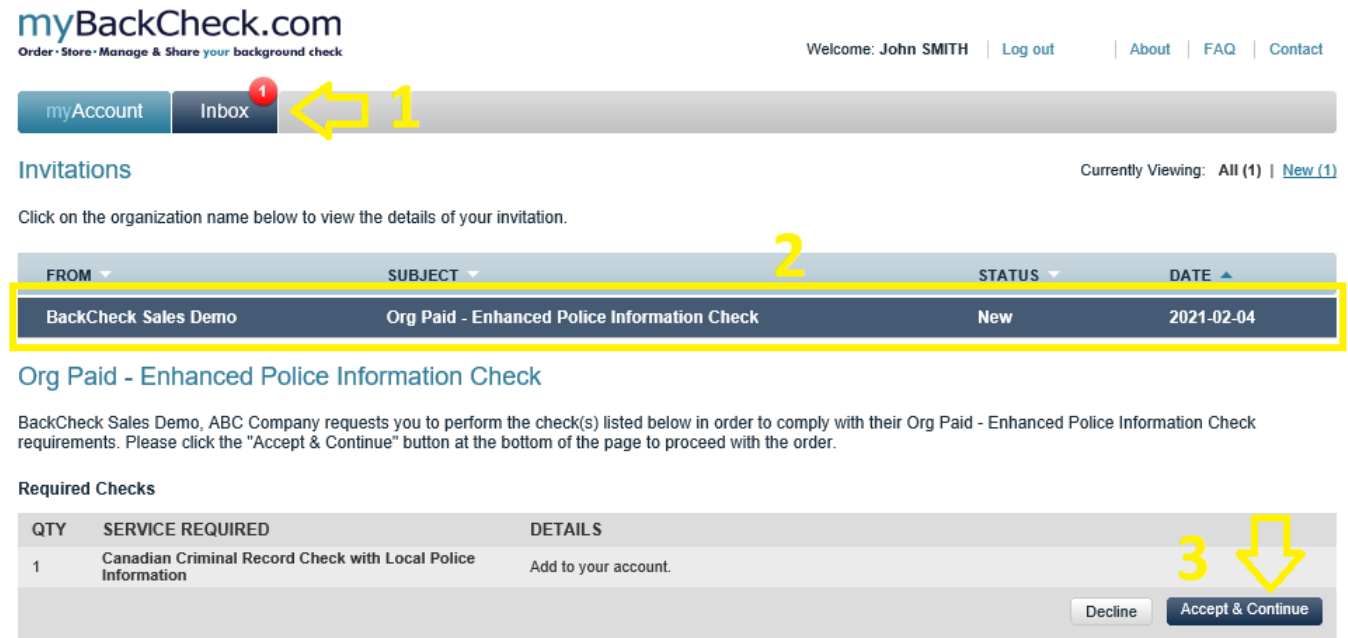
Log In

Email has not yet been verified. [Resend verification email](#)

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 **APEXA (Operational)**



The screenshot shows the myBackCheck.com website. At the top, there's 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's a section titled 'Invitations' with a sub-header 'Currently Viewing: All (1) | New (1)'. A message from 'BackCheck Sales Demo' is listed in a table. The table has columns: FROM, SUBJECT, STATUS, and DATE. The row for 'BackCheck Sales Demo' is highlighted with a yellow box and the number '2'. Below the table, there's a section titled 'Org Paid - Enhanced Police Information Check' with a paragraph of text. Below that, there's a table titled 'Required Checks' with columns: QTY, SERVICE REQUIRED, and DETAILS. The row for 'Canadian Criminal Record Check with Local Police Information' is highlighted with a yellow box and the number '3'. At the bottom right of the 'Required Checks' table, there are two buttons: 'Decline' and 'Accept & Continue'. A yellow arrow points to the 'Accept & Continue' button.

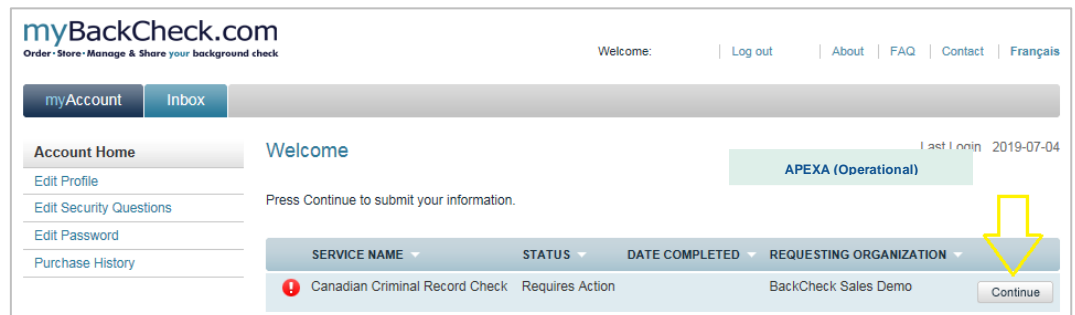
FROM	SUBJECT	STATUS	DATE
BackCheck Sales Demo	Org Paid - Enhanced Police Information Check	New	2021-02-04

QTY	SERVICE REQUIRED	DETAILS
1	Canadian Criminal Record Check with Local Police Information	Add to your account.

Select **Accept & Continue**

A confirmation that you've accepted the invitation will appear. Click on **Back to myAccount** or the **myAccount** tab to begin steps for your background check.

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



The screenshot shows the myBackCheck.com website. At the top, there's a navigation bar with 'myAccount' and 'Inbox' tabs. The 'myAccount' tab is highlighted with a yellow arrow. Below the navigation bar, there's a section titled 'Account Home' with a sub-header 'Welcome'. Below that, there's a table with columns: SERVICE NAME, STATUS, DATE COMPLETED, and REQUESTING ORGANIZATION. The row for 'Canadian Criminal Record Check' is highlighted with a yellow box and the number '4'. At the bottom right of the table, there is a 'Continue' button.

SERVICE NAME	STATUS	DATE COMPLETED	REQUESTING ORGANIZATION
Canadian Criminal Record Check	Requires Action		BackCheck Sales Demo

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.

myBackCheck.com

Order • Store • Manage & Share your background check

[Welcome](#)
[Log out](#)
[About](#)
[FAQ](#)
[Contact](#)

[myAccount](#)
[Inbox](#)

Canadian Criminal Record Check

Back to myAccount

Confirming Your Details

1 Enter Your Identity Information

2 Disclosure of Criminal Records

3 Review and Consent

4 Verify Your Identity

Step 1 - Enter Your Identity Information

To fulfill the requirements for a Canadian Criminal Record Check, you must provide the necessary personal information below.

Identity and Contact Details

First Name *

Middle Name(s)

Last Name *

Maiden Name(s)

Aliases and Other Names

If applicable, list all aliases or additional names below. If you have multiple entries, please use commas to separate the information (ex. Katherine, Kathy).

First Name(s)

Middle Name(s)

Last Name(s)

☐ * I do not have any maiden names, aliases or additional names other than those listed above. Any legal names used prior to a legal name change are also listed in the information above.

Personal Information

Gender: *

☐ Female
 ☐ Male

Eye Colour *

[Select]

Height: ft. in. *

Imperial

Birth Information

Date of Birth (YYYY / MM / DD) *

Jan

1

Country of Birth *

[Select]

City of Birth *

Province/State of Birth *

[Select]

Residence Information

Apartment Number

Street Address *

City *

Province *

Country *

Postal Code *

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 *

Previous City *

Previous Province *

Previous Country *

Previous Postal Code *

+ Add Address

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

Save & Continue to Step 2

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

Location of Conviction

Penalty/Disposition Received

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.

Do Not Save, Back to Step 1

Save & Continue to Step 3

Back to myAccount

Confirming Your Details

- Enter Your Identity Information
- Disclosure of Criminal Records
- Review and Consent
- Verify Your Identity

Canadian Criminal Record Check

Step 3 - Review and Consent

Back to myAccount

Confirming Your Details

1 Enter Your Identity Information

2 Disclosure of Criminal Records

3 Review and Consent

4 Verify Your Identity

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

Do Not Save, Back to Step 2

Save & Continue to Step 4

Canadian Criminal Record Check

Step 4 - Verify Your Identity

Back to myAccount

Confirming Your Details

1 Enter Your Identity Information

2 Disclosure of Criminal Records

3 Review and Consent

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.

Back to Step 3

Continue to Identity Challenge Questions

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.

myAccountInbox

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

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

10

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.

Visit our [FAQ](#)