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Welcome to Sterling’s eConsent forms, where your information and consent is all given online. You are one step closer on completing your application with your potential/current employer. Please follow the detailed instructions below to accomplish your consent forms online and initiate a background check required by your hiring manager.

**STEP 1. Accessing the eSurvey link**

Please note that before accessing the eSurvey link, you will need to ensure that you are using Google Chrome, Internet Explorer, or Firefox as these are the best browsers for compatibility.

**STEP 2. Entering the Access Code**

Once you have opened the eSurvey link, it should prompt you to enter an access code which is found on the initial email sent. Please note that if copying and pasting does not work, you will need to type the access code manullay. It should all be in capital letters.
STEP 3. Creating log in credentials

After entering the access code, you should be automatically routed to a page for you to create a password and enter your month and year of birth. This will serve as your log in to start filling out the eConsent forms.
STEP 4. Log in page

Once you have created your password and registered your month and year of birth, you will be prompted to log in to start filling the forms. This page is where you can choose your language of preference: English or French.

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Welcome [redacted]

[redacted] has requested that you complete a background check for employment/contract purposes. The following eConsent forms gather personal information and other details relevant to the checks being performed. This information will be submitted to [redacted] and SterlingBackcheck upon completion and the results of the background check will be provided to [redacted].

Please ensure that you complete your eConsent forms as swiftly as possible. You can periodically save your progress through the forms in the event that you are not able to complete them in one sitting. However, for security purposes, these forms will only remain active for a limited time (usually a few days), after which time they will become inactive and any information entered may be lost.

Please contact SterlingBackcheck if you have any questions regarding your eConsent forms.

Start
STEP 5. Signing and submitting forms

After filling out all necessary information needed for your background check via tabs in the eSurvey, you will need to check that you read the fine print and electronically sign the form. If you are using a computer, you will use a mouse. If you are using a smart phone, iPad, or tablet, use your finger.

Step 6: Download your forms or Proceed to EIV

Please note that Step 5 may or may not be the last step that you will need to complete as this will depend on the services your company has requested.

If the company you have applied with has requested that you complete your ID verification online, you will be brought to the Electronic ID Verification (EIV) page. Here, you will be asked a series of questions based on your credit history through TransUnion.

If you are not prompted to do the EIV process, you can download a copy of your consent forms for your record. You are now done the eConsent process. Please follow up with your hiring manager if you have questions about the status of your check.

Contact Us

If you have further questions, please reach out to our eConsent support team who can help.

- Phone: 1-866-455-5785
- Email: econsentupport@sterlingbackcheck.ca

Our hours of operation are 9 am to 8 pm EST.