

Client Portal User Guide

Version 2.0
07/05/2018

Confidential and Proprietary Statement

This material constitutes confidential and proprietary information of Sterling and its reproduction, publication or disclosure to others without the express authorization of the General Counsel of Sterling is strictly prohibited.

Welcome to Sterling!

This User Guide will show you how to navigate through the Backcheck 2.0 Website, initiate online orders for your candidates, viewing results of your checks through the portal, and understanding the final reports provided to you by our team when your order is completed.

Table of Contents

Let's get started!	3	Reviewing Results	16-17
▪ How to Log-in		▪ Features Overview	
▪ Setting Up your Security Questions		▪ Basic Searches	
Navigating the Backcheck 2.0 Website	5	▪ Advanced Searches	
Ordering a File	6-8	▪ Legends	
▪ Tell us about your Candidate		Understanding Results	18-19
▪ Order Information		▪ Summary Results	
▪ Additional Information		▪ Detailed Results	
▪ Selecting your Service		Issue Resolution Tab	20
▪ Uploading Additional Documentation		Additional Information: Understanding Canadian Criminal Record Check Results	21-23
ID Verification	9-12	▪ Clear Results	
▪ Types of Acceptable Identification		▪ Not Clear Results	
▪ What is Electronic ID Verification?		Contact Us	24
▪ How does Electronic ID Verification (EIV) work?			
▪ What happens when an applicant fails the Electronic ID Verification?			
The Online Invitations	13-15		
▪ Candidate List			
▪ Searching Invitations			
▪ Need to cancel or resend?			
▪ Need a copy of the completed Consent Forms?			

Let's get started! (How to Log-in)

Login to Sterling Talent Solutions

Once you have arrived at the Sterling Talent Solutions Client log-in screen (<https://webclient.backcheck.net/Login.aspx>), please enter your unique Sterling issued username and password and click on 'Login/Enregistrement'.

Please enter your username and password to login.
Veuillez entrer votre nom d'utilisateur et votre mot de passe pour vous enregistrer.

User Name / Nom D'utilisateur :

Password / Mot de Passe :

[Log In / Enregistrement](#) [Forgot your password?](#)
[Vous avez oublié votre mot de passe?](#)

[About SSL Certificates](#)
[À propos des certificats SSL](#)



The first time that you log into Backcheck 2.0, you will be required to complete the following two steps:

STEP 1

Set up your security questions. The security questions will be used to verify your identity when you call us to ensure the confidentiality of your data.

Please select 2 security questions to complete your profile.

Question one

Answer

Question two

Answer

STEP 2

The password that you have been assigned is temporary. You will be prompted to create your own password that meets Sterling Talent Solutions’ password requirements. Sterling Talent Solutions will not have access to your password. You are also able to change your password under the “My Profile” tab after logging in. If you forget your password, you may contact our team or use the “Forgot my Password” option in the log in page. Our contact details are available at the end of this document.



Know Who You’re Hiring!

You may change your password here.

Passwords must contain at least eight characters:

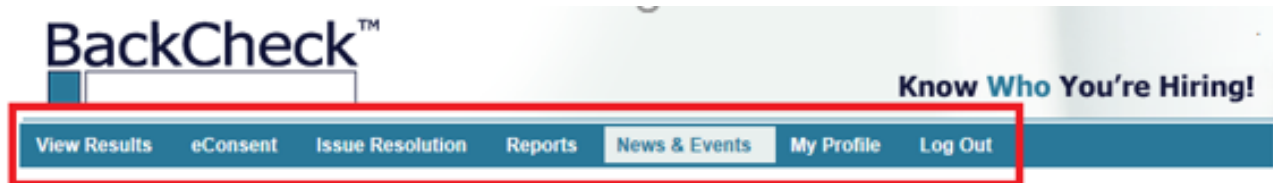
- Upper case letters
- Lower case letters
- Numbers
- Special characters
- No repeating characters

Enter a new password:

Confirm your password:

Navigating the Backcheck 2.0 Website

There are several tabs along the top of the Sterling website. Clicking on them will bring you to specific pages:



View Result Tab

This page allows you to view the results of all orders based on your access. Items displayed here are orders that are already in our system for processing/ previously completed checks.

eConsent Tab

eConsent is our paperless online ordering platform. This page allows you to access eConsent to place online orders and track the invitations initiated when you place those orders.

Issue Resolution Tab

This page allows you to quickly view all files where additional information is required to complete the check.

News & Events Tab

This is your default page after logging in. This is the tab that enables our company to share important events and updates to all of our clients.

My Profile Tab

This page allows you to edit your account information, reset your password, and change your security questions.

Log Out Tab

This will log you out of the system.

Ordering a File

Click on the eConsent Tab then click on the sub-option “Order eConsent”. The ordering page should load after this. Everything marked with an asterisk “*” in the ordering page are mandatory fields and you must enter a value there before you can proceed.



Tell Us About Your Candidate

You will begin by telling us some details about your candidate which includes their First Name, Last Name, Email Address, and Position Applied For.

Tell Us About Your Candidate

Language	<input type="text" value="English / English"/>
*First Name	<input type="text"/>
*Last Name	<input type="text"/>
*Email	<input type="text"/>
*Position Applied For	<input type="text"/>

Order Information

The second section is your order details. Most of the fields will auto-populate based on your contact profile. If your account is set up with multiple locations where your checks can be processed, you will be asked to select a location in the dropdown list.

Order Information

Company	PSG Demo
Location	Select Location ▼
Ordered By	Test Client
Contact Phone Number	
Email Results To	test@test.ca

Additional Information

This is a field where you can place any special instructions for our operations team.

Additional Information

Comments

Selecting Your Service

Next you will select the services or service package which you would like to order for your candidate. Selecting a package will automatically tick the boxes of all the services included in that package.

Select Services	
1 - PACKAGE ONE ▼	
Service	Quantity
<input checked="" type="checkbox"/> Canadian Criminal Record Check	
<input checked="" type="checkbox"/> Electronic ID Verification	
<input type="checkbox"/> Education Verification	<input style="width: 30px; height: 20px;" type="text"/>
<input checked="" type="checkbox"/> General Employment Verification	<input style="width: 30px; height: 20px; border: 1px solid #ccc;" type="text" value="2"/>

If you wish to order services ala-carte, you may select each service individually.

Some services may have sub-options, please make sure to select any applicable sub-option for your order. If you have any questions regarding the sub-options, you may always contact our client services team.

Select Services	
Select Package <input type="text" value="▼"/>	
Service	Quantity
<input checked="" type="checkbox"/> Canadian Criminal Record Check	
<input checked="" type="checkbox"/> Electronic ID Verification	
<input type="checkbox"/> Education Verification	<input type="text"/>
<input type="checkbox"/> General Employment Verification	<input type="text"/>

Upload Additional Documentation

If you have additional documents (ex. Resume) to upload or if you have the candidates' IDs to upload, you can attach and upload the files here.

Options for Sending Documents to BackCheck

Are the supporting documents stored on your computer?

- 1) Use the button below to browse to your files and upload them. Note: You cannot exceed a total of 5MB per order.
- 2) Click Submit.
- 3) If applicable, you will be asked to complete an ID Verification step and/or provide your signature.

Your candidate will receive their eConsent invitation by email and will be asked to complete appropriate consent forms.

Upload Supporting Documents from your computer

No file chosen

ID Verification

This section will discuss the ID Verification aspect of your Canadian Criminal Record Check order. The information here only applies if you place an order for a Canadian Criminal Record Check. ID Verification is an RCMP mandatory requirement before any Canadian Criminal Record Check can be processed. We have four RCMP approved ID Verification methods available namely:

1. Hiring Manager ID Verification
2. Canada Post ID Verification
3. Notary ID Verification
4. Electronic ID Verification

The availability of each ID Verification will depend based on your account requirements. It would be best to follow up with your main point of contact within your organization if you wish to explore any options that are outside the ID Verification methods available for your organization.

Types of Acceptable Identification

Two pieces of ID are required industry-wide by the RCMP to conduct any Canadian Criminal Record Check. Government-issued ID cards ensure that your candidate is providing accurate information about themselves to process the criminal check.

Primary ID Requirements

ID TYPE 1: Government-issued Photo Identification

Below is a list of the most common types of **acceptable Primary ID** that contain the mandatory requirements. The requirement for a primary ID is that the ID **MUST** be an **unexpired** government-issued and contain **the candidate's name, photo, date of birth and signature**. Please note that the list of examples below is not exhaustive.

- Driver's License
- Passport
- Age of Majority Card
- Indian Status Card
- Permanent Resident Card
- Canadian National Institute for the Blind Card (CNIB)
- Provincial ID Card
- Military Employment Card
- Canadian Citizenship Card (Not Accepted in Canada Post)
- Government Employment Card
- Health Cards (Not Accepted in Canada Post)

Secondary ID Requirements

ID TYPE: Additional Identification in the Candidate's Name

The following are common types of **acceptable Secondary ID**. A second government-issued photo ID may be provided if available. Please note that the list of examples below is not exhaustive. **Secondary ID MUST** contain the **candidate's first and last name**.

- Birth Certificate
- Hunting License
- Outdoors Card
- Canadian Blood Donor Card
- Baptismal Certificate
- Fishing License
- Immigration Papers
- Firearms Acquisition Certification

Platform



In terms of **Hiring Manager ID Verification**, the candidate will present themselves to you or one of your company representatives for ID Verification. The Candidate will physically present themselves, and in their presence, their IDs will be inspected. When ordering the check online, you will be required to upload the copy of the IDs through the **Additional Documents** section of the ordering page. The person placing the order will digitally sign off the order signifying that ID Verification has been conducted on the candidate.

For **Canada Post ID Verification**, the IDs are submitted together with the form that the candidate will be able to download during the process. The candidate will bring the IDs, Canada Post Form, and their proof of address verified through a Canada Post clerk. More detailed instructions and guide is provided to the candidate in the first page of their Canada Post form to ensure the process is well communicated.

For **Notary ID Verification**, candidates are also able to have their identity verified through a notary. Although not the primary choice of most clients, this method is often useful on scenarios where the candidate is unable to undergo the other methods of ID Verification. Similar to Canada Post ID Verification, the candidate will be able to download their Notary ID Verification during the online process which they will bring to the notary together with their IDs.

The last form of ID Verification we have comes in the form of our **Electronic ID Verification** which will be discussed in more detail below.

What is Electronic ID Verification?

Sterling Talent Solutions has partnered with TransUnion to offer Electronic ID Verification (EIV) to individuals as a means of verifying their identity online when completing a Criminal Record Check. Created by TransUnion, and used by Canada's largest financial institutions, EIV is currently the highest level of online identity authentication, replacing the use of photocopied ID. It features an interactive question set, based on information that would normally be contained out-of-wallet.

This process is similar to any sensitive online transaction such as online banking or receiving a credit report, and the individual's credit score will not be affected in any way. In short, TransUnion and Sterling Talent Solutions ensure that the applicant is who they say they are.

How does it work?

An applicant's TransUnion credit file is used to confirm their identity through verification of personal information such as full name and date of birth, as well as the use of an interactive set of questions relating to their personal credit history. Privacy is protected and information is secure. Only the applicant has access to view the questions presented and the responses.



Phone: 1 866 455 5785
Email: econsentsupport@sterlingbackcheck.ca
Web: www.sterlingbackcheck.ca

One or more of the services requested by Demo Client requires that we verify your identity before proceeding.

BackCheck 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. BackCheck 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.

Please tick the checkbox to indicate your consent to this method of ID Verification and click the 'Verify My Identity' button.

- I consent to SterlingBackcheck confirming my identity with the information held in my personal consumer credit file with TransUnion.

Verify My Identity

SterlingBackcheck provides employment screening and background check services for companies of all sizes and in all industries, including healthcare, manufacturing, staffing, retail and transportation.



You will be presented with one multiple choice question at a time. Please select the best option based on your personal credit history. Click "Next" to continue to the next question.

Please note that you will be unable to return to previous questions and that each question will be timed.

From the following list, select the year in which you established your most recent auto loan or lease.

- 2007 - 2008
- 2011 - 2012
- 2009 - 2010
- 2013 - 2014
- 2015 - 2016

Next

What happens when an applicant fails online ID Verification?

Most people pass, but some individuals may not be able to proceed online for the following reasons:

- No credit file found.
- A security flag was identified.
- Personal information provided did not match the information on file at TransUnion.
- Candidate's unable to successfully answer questions accurately.

If an applicant fails online ID verification, they will be asked to proceed with traditional (in-person) ID verification by printing their ID Verification form and presenting two pieces of ID.

Applicants can verify their identification through one of physical forms of ID Verification (Hiring Manager, Canada Post, or Notary), whichever is made available in the account when your account was implemented.

Tracking the Status of Your Invitations

To access all invitations that you have sent out within the last 30 days, click on “eConsent” in the navigation tabs. This will direct you to the default eConsent page, “eConsent Order Status”. An invitation is defined as the online survey sent out to your candidates when you place an order. It is only when the invitation has been completed by the candidate that we will have a file to process. After that, you should be able to see the progress under the “View Results” tab which will be discussed further later in this document.



Candidate List

A list of all your invitations is displayed at the bottom of the page. This list will indicate the candidate name, date the order was placed, email address it was sent to, the status of the invitation, and the date completed (if applicable).


Display orders per page.

Showing 1 to 4 of 4 orders.

Candidate	Ordered	Email	Status	Completed
+ Cindy Smith	09-Jan-2018	noemail@noemail.com	Invitation Sent	Cancel Resend
+ John Smith	09-Jan-2018	emailtest@noemail.com	Invitation Sent	Cancel Resend
+ Test Candidate	09-Jan-2018	test@noemail.ca	Cancelled	

Searching Invitations

You may check the status of your invitations in this screen. To check the definition of each status, you may click on “View Status Definitions”, located right below the search area. This will bring up a list of definitions for your reference.

Search ▾ 

First Name: Last Name:

Email: Status: All

[Clear Search Criteria](#)

Note: The orders displayed below have been initiated within the last 30 days.

[View Status Definitions](#)

Once you have sent out an invitation to your candidate, you will be able to track the status of their online forms for up to 30 days after you place the order.

Cancelling or Resending an Invitation

If the invitation has not been completed by the applicant, you have the ability to cancel or resend the invitation.

Candidate	Ordered	Email	Status	Completed
 Cindy Smith	09-Jan-2018	noemail@noemail.com	Invitation Sent	Cancel Resend

By clicking on resend, you will be able to amend the name of the candidate or email address where the invitation was sent.

Resend Email Invitation
✕

First Name:

Last Name:

Email: ✕

Note: Resending this invitation will reset the Ordered Date.

By clicking on cancel, you will be prompted by a message to confirm if you wish to cancel the invite. Note that you are not charged for any invitations cancelled.

Completed Consent Forms

To access the candidate’s completed consent forms, ID verification forms, and any documents that have been uploaded, click on the “plus” (+) button located beside your candidate’s name to expand the invitation information.

Candidate	Ordered	Email	Status	Completed
<input type="checkbox"/> Annie Test	21-Dec-2017	test@account.ca	Submitted Pending ID	21-Dec-2017
Completed Forms		Candidate.pdf		
Client Files				
Candidate Files		Hiring Manager Off-Ramp.pdf Canada Post Off-Ramp		

Reviewing Results

Viewing Features

Sterling Talent’s View Results screen allows you to easily navigate through your files. This page will automatically show any files that you have access to that have been submitted within the last 10 days. Three features enhance your viewing capabilities of these files namely through: Basic Search, Advanced Search, and Legends.

Your candidates will be listed along the bottom of the page, with some basic order information as well as a quick summary of all services on the file and their statuses.

Basic Search

The basic search functionality will allow you to search using First Name, Last Name, and/or using date ranges. We recommend using only one of the parameters (ex. Using Last Name only) to slightly broaden the search.

Advanced Search

The screenshot shows the 'Advanced Search' form with the following fields:

Contact	(Select) [v]	Location	(Select) [v]
Project Code	(Select) [v]	File Status	(Select) [v]
Not Clear Results	<input type="checkbox"/>	File Number	<input type="text"/>

[Clear Search Criteria](#)

The Advanced Search option allows you to narrow down your search based on the following parameters:

- **Contact** - Search for files listed under a specific contact.
- **Project Code** - Use this field if you are hiring for a specific initiative. Available if your account is set up with project codes.
- **Not Clear Results** - Search for files that only includes Not Clear Results
- **Location** - Search for files listed under a specific location
- **File Status** - Search for your files that are in various stages of completion. For example, search files that are “In Progress” or “Waiting for Missing Information”
- **File Number** - Search for a file with the specific file number

The advanced search option will be helpful especially on cases when you are unable to search for your candidate’s file based on their name alone.

Legend

You will encounter the following results when reviewing your checks. The Legend section will identify the service status when you are reviewing the results dashboard at quick glance. See below for the definition of each result status.

Legend


 Clear	 Waiting for Missing Information	 Not Required	 Unable to Complete
 Not Clear	 In Progress	 Cancelled	 Defer

Services and Instances with light blue shading are complete

- **Clear** - Results do not contain any red flags.
- **Not Clear** - Results contain one or more red flags and require attention.
- **Waiting for Missing Information** - **Additional** information is required to complete the check
- **In Progress** - Services are in production and are in the process of being completed.
- **Not Required** - Order requirements have already been met and a particular instance no longer needs to be completed.
- **Cancelled** - The service has been cancelled as requested by you or one of your authorized users
- **Unable to Complete** - Sterling is not able to complete the service. We recommend viewing the report in full detail to get the reason why the service could not be completed.

To view the full results for a candidate, click on “View Detailed Report”. Accessing the detailed report will show you the results in more detail as well as additional details you may need for your check. **We highly advise using this function when reviewing a result**

You may also click on “View Quick Summary” to view a file in a simpler outlined version.

Test Candidate	17-Feb-2015	John Test	Montreal	Cashier	Complete	17-Feb-2015
Canadian Criminal Record Check		Canadian Criminal Record Check				
View Quick Summary View Detailed Report						

Understanding the Report

BackCheck Detailed Report	
Date Ordered: 17-Feb-2015 1	Date Completed: 17-Feb-2015 2 -
Our Case File #: 201502174224498 3	
Client: Test Client Location: Surrey Contact: Company Contact Hiring Manager: Project Code:	Phone: 514-222 9999 Fax: Email: testemail@test.com
Candidate Information Name: TEST, test John Date of Birth: 17-Jul-1989 Maiden Name: Aliases: Nick Current Address: Montreal Canada	
Position: Dispatcher 6	

1. The date the file was ordered
2. The date the file was completed or if it is still in progress
3. The specific Sterling Talent Solutions file number for this file
4. Client information
5. Candidate information
6. Position Applied For

Summary Results

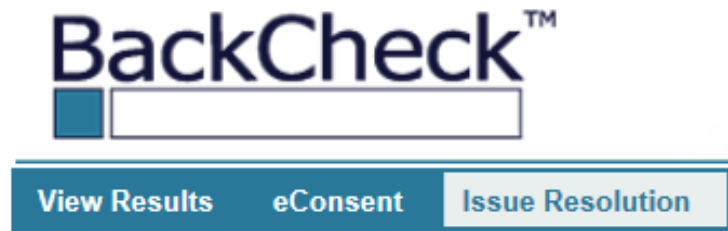
This portion of the report lists the services that were requested and their respective results.

Results (Summary)		
Service	Status/Result	
Canadian Criminal Record Check	Processed	CLEAR
Local Police Information	Processed	CLEAR
Reference Interview - Standard	Processed	
Claudie Cyr, Non fourni	Processed	CLEAR
Clemence Lafrance, Non fourni	Processed	NOT REQUIRED
General Employment Verification	Processed	
McDonalds	Processed	NOT CLEAR
Pizza Hut	Processed	NOT REQUIRED
Education Verification	Processed	
Concordia University	Processed	NOT CLEAR

Detailed Results

This portion of the report provides detailed information on each service that has been completed or that is in progress.

Issue Resolution



This tab allows you to have a quick access to all the files flagged for additional information to be completed. You may use this tab instead of the “View Results” tab if you just wish to review which files need additional information.

Additional Information: Understanding Canadian Criminal Record Check Results

Clear Results

Upon receiving the applicant’s informed consent and proof of identity verification, Sterling’s Canadian exclusive police partners will query the individual in the Canadian Police Information Centre (CPIC) - the nationwide policing network maintained by RCMP. This query searches the National Repository of Criminal Records which is a specific databank within CPIC. This databank contains adult convictions for which a record suspension (or known as pardons) has not been granted. If no convictions pertaining to the individual are found within this databank, Sterling’s police partner will indicate such. This will result in a Clear status.

Canadian Criminal Record Check		
Result: CLEAR		
Canadian Criminal Record Check	CLEAR	Based solely on the name(s) and date of birth provided and the criminal record information declared by the applicant, a search of the RCMP National Repository of Criminal Records did not identify any records with the name(s) and date of birth of the applicant. Positive identification that a criminal record does or does not exist at the RCMP National Repository of Criminal Records can only be confirmed by fingerprint comparison. Delays do exist between a conviction being rendered in court, and the details being accessible on the RCMP National Repository of Criminal Records. Not all offences are reported to the RCMP National Repository of Criminal Records.

Results are obtained through searches conducted by Sterling Talent Solutions's Canadian police partner(s), using the candidate's name(s), date of birth and declared criminal record as provided to BackCheck. A

Please Note: *confirmed criminal record declaration may not contain all criminal record convictions and does not constitute a Certified Criminal Record by the RCMP. If the candidate disputes this result or if it is inconclusive, a Certified Criminal Record may be required. A Certified Criminal Record can only be issued by CCRTIS based on the submission of fingerprints to the RCMP National Repository of Criminal Records.*

Not Clear Results

A Canadian Criminal Record Check may come back as Not Clear due to several reasons. Whenever there is a possibility that a Criminal Conviction exists for a candidate based on information provided by the candidate through the process, the RCMP may provide a Not Clear Result. By design, and this is not limited to Sterling Talent Solution’s Criminal Record Check product, but is applicable to the Name Based Criminal Check product of the RCMP, the whole system is based on self-disclosure. RCMP will not be able to provide you with criminal conviction details via the Name Based Criminal Check if the candidate does not declare their criminal convictions. If provided by the candidate, RCMP will be able to confirm the accuracy, or confirm if there’s a discrepancy within the provided information.

There are three scenarios where a Not Clear Record may appear namely when there is:

1. Confirmed Disclosure
2. Incomplete - Inaccurate Disclosure
3. Incomplete - No Declaration

Not Clear - Confirmed Disclosure

If the information provided by the candidate (the name of the offence, location of conviction and date of conviction) is correct **and** there are no other convictions on the record, you will see an additional note indicating that the declaration of offences provided by the candidate (summarized in the detailed report) is complete and accurate.

This **Confirmed Disclosure** result verifies and confirms that the candidate has a criminal record and the criminal record disclosed on the consent form matches police records.

In this sample screenshot, you can see that a summary of the candidate’s disclosure has been provided and the paragraph below specifies that what the candidate has disclosed is “accurate and complete”.

Canadian Criminal Record Check		
Result: NOT CLEAR		
Canadian Criminal Record Check	NOT CLEAR	<p>Based solely on the name(s) and date of birth provided and the criminal record information declared by the applicant, a search of the RCMP National Repository of Criminal Records has resulted in a possible match to a registered criminal record. Positive identification that a criminal record does or does not exist at the RCMP National Repository of Criminal Records can only be confirmed by fingerprint comparison. As such, the criminal record information declared by the applicant does not constitute a Certified Criminal Record by the RCMP. Delays do exist between a conviction being rendered in court, and the details being accessible on the RCMP National Repository of Criminal Records. Not all offences are reported to the RCMP National Repository of Criminal Records.</p> <p>Criminal record declared by applicant: CONFIRMED</p> <p>Offence: Break & Enter or Theft over Date of Conviction: 1986-11 Location of Conviction: Calgary, Alberta</p>

Not Clear - Incomplete - Inaccurate Disclosure

In contrast to our first scenario, if the details that the candidate stated does not match what is in police records, or if the candidate had other criminal offenses on his record that were not disclosed on his consent form, the statement will instead say that the declaration of offences provided by the candidate (summarized on the detailed report) is not accurate. This **Incomplete - Inaccurate Disclosure** result confirms that the candidate has a criminal record, but the claims provided do not match the record.

In this sample screenshot, you can see that a summary of the candidate’s disclosure has been provided and the paragraph below specifies that what the candidate has disclosed is **not** “accurate and complete”. It’s important to note that the candidate **must** disclose the Offence, Date of Conviction and Location of Conviction accurately and to completely disclose all criminal convictions

where pardon has not been granted. Declarations missing one of these items may result to Incomplete - Inaccurate disclosure:

Canadian Criminal Record Check		
Result: NOT CLEAR		
Canadian Criminal Record Check	NOT CLEAR	<p>Based solely on the name(s) and date of birth provided and the criminal record information declared by the applicant, a search of the RCMP National Repository of Criminal Records could not be completed. Positive identification that a criminal record does or does not exist requires the applicant to submit fingerprints to the RCMP National Repository of Criminal Records by an authorized police service or accredited private fingerprinting company. Delays do exist between a conviction being rendered in court, and the details being accessible on the RCMP National Repository of Criminal Records. Not all offences are reported to the RCMP National Repository of Criminal Records.</p> <p>Criminal record declared by applicant: INCOMPLETE</p> <p>Offence: Assault causing bodily harm Date of Conviction: 1986-8 Location of Conviction: North Bay, Ontario</p>

Not Clear - Incomplete - No Declaration

If by running the information, the police is able to match the information with a possible criminal conviction but the candidate did not provide any criminal conviction details - we are provided with a **Not Clear - Incomplete - No Declaration** type of result.

In this screenshot, you can see that there has been no disclosure made by the candidate, thus the police has nothing to confirm.

Canadian Criminal Record Check		
Result: NOT CLEAR		
Canadian Criminal Record Check	NOT CLEAR	<p>Based solely on the name(s) and date of birth provided and the criminal record information declared by the applicant, a search of the RCMP National Repository of Criminal Records could not be completed. Positive identification that a criminal record does or does not exist requires the applicant to submit fingerprints to the RCMP National Repository of Criminal Records by an authorized police service or accredited private fingerprinting company. Delays do exist between a conviction being rendered in court, and the details being accessible on the RCMP National Repository of Criminal Records. Not all offences are reported to the RCMP National Repository of Criminal Records.</p> <p>Criminal record declared by applicant: INCOMPLETE</p> <p>No declaration</p>

Questions? Contact Us!

If you have any questions about the report please contact Sterling Talent Solutions so that we can help answer any questions you may have. You can contact our Client Services team for further assistance.

Client Support / Soutien à la clientele

Toll free/sans frais: 866.455.7293

E: clientsupport@sterlingts.com

C: soutienclient@sterlingts.com

www.sterlingtalentsolutions.ca